

URVASHI KAUSHAL

Guest Relations & Operations Specialist

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PROFESSIONAL SUMMARY

Experienced Customer Service and Operations Professional with over 7.5 years of expertise in guest relations, CRM, and business analysis. Proven ability to manage customer relationships, generate detailed reports, and streamline operational processes. Skilled in using tools like OPERA, CMS, and CRM platforms to enhance service delivery and drive customer satisfaction. Adept at collaborating with cross-functional teams, analyzing data, and presenting insights to senior management. Passionate about delivering exceptional customer experiences and optimizing operational efficiency.

KEY COMPETENCIES

Team Leadership & Training	Guest Relations & VIP Handling	Content Strategy
Cross-Departmental Collaboration	Conflict Resolution & Problem-Solving	Project Management
Operational Reporting & Analysis	Customer Relationship Management (CRM)	Communication

PROFESSIONAL EXPERIENCE

Andaz - A Concept by Hyatt Front Office Team Associate

Aug 2016 – Jan 2020

- Led a team of 7 guest service professionals, managed guest profiles and preferences using OPERA, ensuring personalized service and high satisfaction ratings.
- Attended meetings with HODs, collected Minutes of Meetings (MOMs), and ensured follow-up on action items.
- Prepared and maintained CMS logs, daily reports, and other operational documents to track guest interactions and ensure seamless data management.
- Generated daily, weekly, and monthly reports on guest interactions, occupancy rates, and service performance.
- Played a key role in setting up Andaz Residences, collaborating with vendors and cross-departmental teams to ensure a seamless guest experience.
- Managed guest profiles and preferences using OPERA, ensuring personalized service and high satisfaction ratings.
- Handled group check-ins/check-outs, managed billing operations, and ensured accuracy in financial transactions.
- Regularly met with long-stay guests to understand their needs, ensured timely billing, and addressed any concerns to enhance their stay.
- Coordinated VIP guest arrivals and departures, providing personalized service and exceeding expectations.
- Worked closely with vendors for procurement, maintenance, and service delivery, ensuring cost-effectiveness and quality.
- Trained new joiners on telephone etiquette, compliance protocols, and guest-centric service, fostering a culture of professionalism.

Barclays Financial Services

Mar 2020 – Dec 2021

Process Advisor

- Worked closely with internal teams to ensure smooth operations, optimized workflows, and enhanced productivity.
- Maintained team trackers and generated performance reports, ensuring compliance with regulatory standards and improving operational workflows.
- Served as the initial point of contact for customer inquiries, resolving complaints and nurturing strong client relationships and maintaining a client satisfaction rate of 80%.
- Analyzed client feedback and implemented strategies to improve service delivery and operational efficiency.

Content Writer & Editor

2022 – 2024

Freelance

- Managed end-to-end content publishing projects, coordinating with clients, designers, and editors to ensure timely delivery.
- Created SEO-optimized content based on audience insights and analytics, driving engagement and visibility for clients.
- Worked with cross-functional teams to create SEO-optimized content for diverse industries, including hospitality, beauty, and lifestyle.
- Tracked content performance metrics and provided actionable insights to improve future strategies.

EDUCATION

Master of Business Administration (Sales & Marketing) | Amity University | 2018 – 2020

Bachelor of Business Administration | Maharshi Dayanand University | 2010 – 2013

CERTIFICATION

Certification in Digital Marketing | Digital Scholar | 2022

Diploma in Content Marketing & Strategies | Skill Arbitrage | 2024

LANGUAGE

English

Hindi

Punjabi