



JYOTI SINGH

PROFESSIONAL SUMMARY

Dynamic Meeting Manager at NRJ Industry with a proven track record in enhancing customer satisfaction.

Results-driven expert with extensive experience in managing and coordinating meetings, ensuring seamless execution from planning to follow-up. Skilled at organizing complex event logistics, maintaining order, and optimizing schedules to meet tight deadlines with minimal errors. Demonstrates conscientious approach to work, ensuring tasks are completed with precision and strong work ethic.

SKILLS

- Task delegation
- Agenda setting
- Teamwork and collaboration
- Teamwork
- Problem-solving
- Problem-solving abilities
- Adaptability and flexibility
- Self motivation
- Team collaboration
- Guest services
- Hospitality management
- Relationship building
- Influencing skills
- Meeting facilitation
- Customer service
- Multitasking
- Time management
- Organizational skills
- Team leadership
- Professionalism
- Active listening
- Adaptability
- Accurate documentation
- Client relationship management

CONTACT

☎ 7500636237

✉ sjyasha@gmail.com

📍 Agra, Delhi 282010

📅 04-01-2003

🇮🇳 Indian

EXPERIENCE

Meeting Manager

MAR 2024 - PRESENT | NRJ Industry, Gujarat/Delhi

- Coordinated and directed meetings efficiently.
- Coordinated travel arrangements for attendees, ensuring smooth transportation to and from the event venues.
- Boosted networking opportunities by strategically designing interactive meeting agendas.
- Developed innovative ideas that have improved the quality of events produced by our organization.
- Provided excellent customer service to guests by responding promptly to inquiries and resolving issues in a timely manner.
- Identified potential risks associated with different aspects of the event planning process; developed contingency plans accordingly.
- Directed administrative details, such as financial operations, dissemination of promotional materials, and responses to inquiries.
- Reviewed event bills for accuracy and approved payment.
- Negotiated contracts with such service providers and suppliers as hotels, convention centers, and speakers.
- Built strong relationships with vendors and suppliers to secure better rates and services for events.

Guest Relation

JUN 2023 - PRESENT | Welcomhotel by ITC Dwarka, New Delhi, IN

- Completed paperwork, recognizing discrepancies and promptly addressing for resolution.
- Applied effective time management techniques to meet tight deadlines.
- Proven ability to develop and implement creative solutions to complex problems.
- Demonstrated a high level of initiative and creativity while tackling difficult tasks.
- Self-motivated, with a strong sense of personal responsibility.
- Demonstrated creativity and resourcefulness through the development of innovative solutions.
- Used strong analytical and problem-solving skills to develop effective solutions for challenging situations.
- Assisted with day-to-day operations, working efficiently and productively with all team members.
- Paid attention to detail while completing assignments.
- Demonstrated leadership skills in managing projects from concept to completion.
- Identified issues, analyzed information and provided solutions to problems.
- Provided professional services and support in a dynamic work environment.
- Gained strong leadership skills by managing projects from start to finish.
- Developed and maintained courteous and effective working relationships.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Excellent communication skills, both verbal and written.
- Strengthened communication skills through regular interactions with others.
- Exercised leadership capabilities by successfully motivating and inspiring others.

Public Relation Associate, receptionist

JAN 2022 - MAY 2023 | Share Market, New Delhi, IN

- Cultivated positive relationships with clients through professional demeanor and excellent interpersonal skills.
- Enhanced customer satisfaction by promptly addressing inquiries and providing accurate information.
- Coordinated travel arrangements for executives, ensuring seamless itineraries that met all requirements.
- Assisted in the onboarding of new employees by preparing orientation materials and providing guidance on company policies.
- Greeted visitors warmly and ensured they had a positive experience.
- Handled cash and credit card payments with accuracy.
- Answered phones professionally in accordance with organizational protocols.
- Provided superior customer service by responding to inquiries in an efficient and friendly manner.
- Answered questions about organization and provided callers with address, directions, and other information.

EDUCATION

Hospitality management Course in Aviation

JUN 2023 | Frankfinn Institute of Air Hostess Training, Delhi

Cabin Crew Course in Aviation

JUN 2022 | CITA Aviation Institute, Delhi

Intermediate in Commerce

JAN 2022 | Queen Victoria College, Agra

English speaking

JAN 2021 | Freedom employability academy, Agra, Uttarpradesh

High School Diploma

JUL 2019 | TULSI DEVI GIRLS INTER COLLEGE AGRA- HIGH SCHOOL EXAMINATION CLEAR BY THE MATHS STREA, Agra, Uttarpradesh

CERTIFICATIONS

- Freedom English Academy, 01/01/20

LANGUAGES

- | | |
|-------------------------------|----------------|
| • English | • Hindi |
| Intermediate | Advanced |
| Freedom employability academy | mother tongue |