



RAHUL SHRIVASTA VA

Demand Manager-
OYO HOTELS

Contact

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Skills

PROFESSIONAL SKILLS

Has a very good leadership skills

Has very good convincing power and communication skills

Always Attentive and Proactive on floor

Prompt in understanding customer needs

AIM: To be a part of challenging team in your organisation, grow and contribute and simultaneously achieve organisation goals as well. PERSONAL SUMMARY: Knowledgeable and dedicated customer service professional with extensive experience. Solid team Leader with outgoing, positive demeanour and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialise in quality, speed and process optimisation. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Well-qualified Customer Service proficient in handling complex customer issues and promoting positive experiences. Efficiency-driven and organised with team-oriented mentality and dedication to customer satisfaction, ability to provide a highly personalised service to customers. Able to make sure that goods are attractively displayed and confident enough to assist unsure customers with product selection.

Work History

2024-05 -
Current

Demand Manager

OYO Hotels & Homes PVT LTD, Prayagraj

Handling Team of 4 different locations

- meeting with HNI and potential client And plan their vacations and journey.
- maintaining Proper excel of team target with daily team meetings
- meeting with Hotels owner as well as TA(travel agent) on daily basis

2023-11 -
2024-04

Sales Manager

Regalo Kitchens PVT LTD, LUDHIANA

- Developed and maintained relationships with customers so that we can get good references
- Generate leads with different KPI daily calling and meeting with the new customers
- Handling team as team manager and focus on individual target as well as team target to achieve it.
- Checking Team performance, review and maintain decorum of the company.
- Improved marketing to attract new customers

Loyal, Devoted and
Trustworthy to company

Always Professionally
dressed

PERSONAL PROFILE

Name : Rahul Shrivastava

Height : 175 cms

Languages

English

Advanced (C1)

Hindi

Advanced (C1)

Dutch

Beginner (A1)

2022-08 -
2023-11

- and promote business
- Coordinated product demonstrations and presentations to showcase key features and benefits to potential clients.
- Reviewed sales performance data regularly to identify areas for improvement and implement corrective actions when needed
- Handled customer inquiries by staying up-to-date on market and industry trends and finding unique solutions to issues.
- Improved productivity by increasing customer communication and responding to feedback.
- Increased sales revenue by establishing strong relationships with clients and identifying new business opportunities.

SENIOR-MEMBER EXPERIENCE MANAGER

CLUB MAHINDRA, BHOPAL

- Built and maintained relationships with new and existing clients and Handling Team for 2 States MP & CG
- Monthly Target and focus on new client
- Looking member base of 2 State's MP, CG, Dealing with High Profiles Member's in the City
- Heart to Heart Meeting program's with members and traveling to four states for meeting with member'

ACHIEVEMENTS:-

- Upgrading the Membership [Generated 13Lakh ₹ Revenue on 2nd month only].
- Recieved the best MEM(Member experience Team)Consistent for 2 Months.
- Led a team of Member Experience professionals to achieve consistently high levels of member satisfaction and loyalty.
- Increased membership retention rates through proactive communication and tailored programming.
- Developed and executed data-driven plans for continuous improvement in the member experience journey.
- Maintained professional demeanor by staying calm when addressing unhappy or angry customers.

2019-05 -
2022-08

- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.

Sales Executive

INDIGO AIRLINE, Delhi Airport, BHOPAL Airport

** Accurate reporting of all of the above tasks at the end of each shift

**Achieving daily EBT and sales target

**Team leading with different allocations

**worked as a shift incharge at BHO airport

**worked at ,Bhopal airport

** Passport/Visa checks for international passengers, baggage services including computerized baggage tracing

**WTW certified trainer for MHB

ACHIEVEMENTS:-

**Received The award of 6E MHB TRACKER from indigo

**Received the Award of "employee of the month" continue achieving EBT target for 3 months in Indigo

- Escalated critical customer issues to supervisor immediately to avoid lost revenue and canceled policies.
- Increased sales revenue by developing and implementing effective sales strategies.
- Attended industry events and conventions to expand sales opportunities.

2018-04 -
2019-04

Customer Service Assistant

JETAIRWAYS AIRLINE (aviation), INDORE AIRPORT

**Checking grooming of the staff on daily basis

** Maintain effective communication with Baggage Department to sort any baggage issues which may arise

** Update systems regularly and respond to passenger queries appropriately

** Gate duties – boarding, offloading & document checks in accordance with company/airline procedure

** Ensure passengers and baggage is processed for the

** Maintain effective communication with gates for connecting passengers for the transit flights

ACHIEVEMENTS:-

:- Recieved certificate for "best Team performer"

:-Recieved "PERFORMER" in Training At Jetaiways

Education

2023-10 -
Current

MBA: Sales And Marketing Education

*Millennium Institute of Technology And Science -
Bhopal*

2013-07 -
2016-08

Bachelor Degree: Computer Science

Barkatullah University - BHOPAL

2020-08 -
2021-10

Certificate: Dance

Terence Lewis Academy - Mumbai

2019-12 -
2020-01

Dutch: Language

Dutch Language - Online

2013-08 -
2016-12

"C" CERTIFICATE With A Grade: Army Wing

NCC ARMY WING - MP & CG Batalion Bhopal

2020-04 -
2021-04

GOOGLE DIGITAL MARKETING : DIGITAL MARKETING COURSE

Course - Online

Additional Information

ACHIEVEMENTS:-

Upgrading the Membership [Generated 13Lakh ₹ Revenue on 2nd month only].

Recieved the best MEM(Member experience Team Consistent for 2 Months.

ACHIEVEMENTS:-

**Received The award of 6E MHB TRACKER from indigo

**Received the Award of "employee of the month" in Indigo

ACHIEVEMENTS:-

:- Recieved certificate for "best Team performer"

:-Recieved "PERFORMER" in Training At Jetaiways

* Awarded as best senior under officer in national integration camp(NCC) Amritsar Punjab.

* Received the award for the best choreographer in "spandan" techfest at College.

Interests

Fitness

Dancing

Writting Rhymes

Travel & Sports

Stock market