

CURRICULUM VITAE

Vivek Shrivastava

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Présent Add: 249/12 Amritpuri-b, east of kailash, New Delhi 110065

CAREER OBJECTIVE:

Obtain a challenging leadership position applying creative problem solving and lean management skills with a growing company to achieve optimum utilization of its resources and maximum profits.

EDUCATIONAL PROFILE:

YEAR	COURSE	INSTITUTION	PERCENTAGE/GRADE
2013-15	MBA- Travel and Tourism	Indian Institute of Tourism and Travel Management, Gwalior (MP)	7.9*/10
2008-12	B.E.(Computer Science)	Gwalior Engineering College, Affiliated by RGPV, Bhopal (MP).	71.31%
2008	Intermediate	R.K.V.M, Gwalior, (M.P.)	72.8%
2006	Matriculation	R.K.V.M, Gwalior, (M.P.)	79%

Working Experience:

Company Name: Musafir India trip, New Delhi (Jan 2016 – Present)

Company Profile: Musafirindatrip.Com Is India's Fastest Growing Travel Company. We Are Dedicated Towards Providing An Inspiring And Premium Travel Experience. Our Services Are Driven By The Vision Of Uniting Smart Technology With Customer Satisfaction. We Offer Domestic and International Holiday Packages. Holiday Experiences and Much More.

Assistant manager customer relationship:

- Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by a local support team
- Identify potential problems and proactively.
- Identifying solutions to address them in advance.
- Escalating promptly any issues that may impact.
- Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by a local support team
- Promoting opportunities for two-way communication

- Developing success plans for customers that outline their critical success factors, metrics for success, potential issues, and provide recommendations
- Establishing a trusted adviser relationship that works to ensure customer's overall satisfaction with our products.

Company Name: Specialized destination services Pvt Ltd (Dec 2014 - Dec 2015)

Company Profile: It is Pioneer in the field of Travel Industry and is a Delhi-based travel company launched in 2011, with a vision to provide customized travel services to Individuals, Corporate clients and wholesale services.

Customer Relationship Executive:

- Liaising with clients to identify and define project requirements, scope and objectives
- Ensuring that clients' needs are met as the project evolves.
- Work closely with Head of department to determine market potential and distribution plan. Prepare, propose and
- Coordinating project schedules, resources, equipment and information
- Implement, run and manage successful customer pilots working with the Sales team to analyze pilot results and provide input to the business case
- Provide timely account or issue executive summary status reporting to customers and management
- Knowledge of business process (Talent Management, Sales, Marketing, Service, Support)
- Work with the customers to ensure they are leveraging the solution and achieving success and engaging fee-based resources as necessary
- Monitor and identify trends in adoption and utilization and provide guidance to customers as part of annual Success Review
- Develop and maintain positive client relationships at all levels with existing corporate accounts.

Experience & Key competencies

- Build positive and productive relationships with clients for business growth.
- Provide client support and handle client communications effectively.
- Maintain existing clients and generate new clients to achieve revenue goals.
- Experience of managing change within CRM.

- Demonstrated ability to work with and support

Areas of expertise

Management knowledge, customer relationship, progress reports, Risk management.

Industrial Exposure:

Company name: Travel world experience, New Delhi

Management Trainee: I have done 2 Months Summer Internship from TWX (travel world experience), Delhi in Tour Operation.

Company name: HCL Pvt Ltd

Internship: I have done 2 Months Internship in HCL Pvt Ltd on (Dot.net technology),

HOBBIES:

- Singing, playing computer games etc.

PERSONAL DETAILS

Date of birth	: 10 th OCT, 1990
Father's name	: Mr. V.N SHRIVASTAVA
Mother's name	: Mrs. ASHA SHRIVASTAVA
Nationality	: Indian
Passport	: Yes
Language Known	: English & Hindi
Permanent add.	: 102-Globe apartment In front of SVN school
	: Balwant nagar, thatipur, gwalior mp

Declaration

I hereby declared that all the above information furnished by me is correct And true to best of my knowledge and belief.

Date:

VIVEK SHRIVASTAVA

Place: