



# Riya Chopra

With more than 5 years of experience in office management, vendor management, support staff management and event planning.

## GET IN CONTACT

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## PERSONAL DETAILS

- Total Experience 6 Years 6 Months
- Current Location New Delhi
- Date of Birth Jan 22, 1994
- Gender Female
- Marital Status Single / Unmarried

## SKILLS

- Guest Relationship Management
- Proficiency In Hospitality System
- Processing Expenses
- Ethics Focused
- Time Management
- Repair And Maintenance
- Appointment Scheduling
- Vendor Interaction
- Cubical Configuration
- Transport Management

## TECHNICAL SKILLS

- Computer Proficient
- Creative Solutions
- Vendor Management
- Facility Management
- Cafeteria Management
- Administration
- IT Asset Management
- Onboarding
- Exit Process
- Visitor Management
- Workplace
- MS Office
- MS Office Package

## LANGUAGES KNOWN

- english

## PROFILE SUMMARY

Skillful and dedicated Front Office Consultant with extensive experience in the coordination, planning and support of daily operational and administrative functions in a highly confidential environment.

## EDUCATION HISTORY

### Graduation

Course	Diploma( Tourism )
College	Young Womens Christian Association (YWCA)
Year of Passing	2013
Grade	74.6%

### Class XII

Board	CBSE
Medium	English
Year of Passing	2012
Grade	70-74.9%

### Class X

Board	CBSE
Medium	English
Year of Passing	2010
Grade	65-69.9%

## WORK EXPERIENCE

Jan 2021 to Jun 2023

### Self Employed Professional at Chopra Gases

Monitored [Liquid Oxygen, CO2, Nitrogen, other medical equipment) stock levels, ordering new products beforehand to avoid real-time shortage.

Tracking the daily loading/unloading of the cylinders and coordinating with the plant site members.

Communicated with suppliers to order materials and products, building, and maintaining excellent relationships to negotiate better wholesale prices.

Monitored resources against requirements to determine needs for increases in equipment or services.

Oversaw facilities maintenance, keeping spaces functional, professional, and compliant with standards.

Effectively managed financial operations of the business, ensuring labor/s and outstanding invoices (timely co-

- hindi

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## COURSES & CERTIFICATIONS

- Professional Diploma In Travel And Tourism  
From YWCA Of Delhi (Valid Upto May 2013)
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## SOCIAL LINKS

- <https://www.linkedin.com/in/riya-chopra-079284b6>

ordination with the hospitals/diagnostic centers/residential patients) were paid accurately and on time.  
Always maintained professional and polite appearance and manner.

Sep 2018 to Sep 2020

### Front Office Consultant at Pernod Ricard

Greeted incoming visitors/clients professionally and provided friendly, knowledgeable assistance  
Screened visitors and issued badges/access cards to maintain safety and security.  
Responded to inquiries from callers seeking information.  
Kept reception area clean and neat to give visitors positive first impression  
Scheduled conference rooms, prepared agendas and maintained calendars to prepare for meetings and events  
Provided clerical support to company employees by copying, faxing and filing documents  
Kept detailed records of supplies and office equipment use to budget and make orders for new supplies.  
Prepared mail and packages for shipment, pickup and courier services to expedite delivery  
Applied advanced administrative and analytical skills in overseeing day-to-day operational activities.  
Maintained physical condition of facilities, applying available resources and personnel to achieve safe, clean and functional environment.  
Directed vendors, facilities staff and service providers as required to create efficient and non-disruptive work environment.  
Communicated with Regional Manager and Facilities Team regarding upcoming repairs and projects.  
Maintained lost and found and unclaimed property, disposing and donating items unclaimed for long periods.  
Well-coordinated with Zonal HR Head with respect to on-boarding formalities of new hires  
Fulfillment of asset enablement/decommission requests of new hires and existing employees respectively

May 2018 to Sep 2018

### Front Office Executive at OP Jindal Group

Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.  
Answered calls to take messages or redirect calls to appropriate colleagues.  
Responded to inquiries from callers seeking information.  
Maintained office supply stock to control shrinkage and prevent overstocking.  
Sorted and distributed incoming mail and prepared outgoing mail.  
Prepared meeting rooms and materials and recorded important information.  
Coordinated master schedule by booking and rescheduling appointments and balancing workloads.  
Took more than 30 incoming calls per day, provided information and routed callers to correct personnel.

May 2017 to May 2018

### Guest Relation Executive at Sanghvi Beauty & Technologies

Served as single point of contact for all the guests/clients.  
Directed staff to handle needs for individual guests to resolve issues and generate positive customer experiences.  
Enhanced response and resolution systems to meet changing demands.  
Consistently offered personalized recommendations for guest activities based on detailed conversations with clients/guests upon arrival.  
Supervised team of 8 members including International & Senior Hairstylists, Makeup Artists and helped to resolve issues arising during shifts.  
Recording & confirming all the appointments done through calling, emails & walk-ins.  
Collaborated with outside departments to coordinate solutions and retain guest satisfaction.  
Regulated appropriate staffing levels to meet business and customer requirements.  
Feedback follow-up for all the walk-ins.

Jan 2017 to May 2017

**Restaurant Hostess at Hyatt Regency**

Took reservations and to-go orders by phone, answered customer questions and informed of accurate wait times.  
Assigned patrons to tables suitable for needs and restaurant section rotation.  
Cultivated positive guest relations by managing information and orchestrating speedy seating.  
Answered customer questions about hours, seating and menu information.  
Collected information from arriving customers to seat groups or place them on waitlist.  
Informed servers of newly seated parties for speedy service.  
Used cash registers and credit card machines to cash out customers.  
Applied comprehensive knowledge of wine, cider and beer to increase daily beverage sales.

Sep 2015 to Apr 2016

**Guest Relation Executive at Shangri-La's Eros Hotel**

Served as single point of contact for VIP guests and kept hotel departments briefed on individual requirements.  
Performing In-room Check-in for all the VIP guests and recording their details in PMS-Opera.  
Directed staff to handle needs for individual guests to resolve issues and generate positive customer experiences.  
Monitored guest services personnel for efficiency and accuracy of response to guest complaints.  
Described facility amenities to guests and set up services such as childcare, interpretation and dry cleaning.  
Restructured lines of communication with housekeeping to make sure guests were satisfied with timeliness and quality of housekeeping services.  
Participated in financial activities such as setting room rates, establishing budgets and allocating funds to departments.  
Handled guest complaints and offered complimentary services to maintain high guest satisfaction rates.  
Booked large groups for weddings, seminars, conferences and other events, providing best available room rates.

Maintaining Daily Sales Report,Service Ledgers.  
Planning Small Interactive Sessions with the Long Staying  
Guests weekly to make their visit hassle free & updating  
the profile notes in Opera accordingly.

May 2015 to Jul 2015

**Front Office Assistant at The Oberoi New Delhi**

Served as single point of contact for VIP guests and kept  
hotel departments briefed on individual requirements.  
Performing In-room Check-in for all the VIP guests and  
recording their details in PMS-Opera.

Directed staff to handle needs for individual guests to  
resolve issues and generate positive customer  
experiences.

Monitored guest services personnel for efficiency and  
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