



SWEETI SHARMA

👤 May 23rd, 1982 🇮🇳 Indian 📍 Dubai 220609, UAE 📞 0589029147 ✉️ sweeti235@hotmail.com
🛂 Visit visa 📄 Unmarried

👤 Profile

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Position Looking For:- Seeking managerial level assignments in Office Administration / Manpower Management / Front Desk Operations with an organization of repute.

🔑 What I Can Offer You

- A competent professional with **16 years of rich experience** in the areas of Office Administration, Coordination & Documentation in Corporate Sectors.
- Proficient in handling the activities in coordination with the internal / external departments for the smooth business operations.
- Demonstrated skills in relationship management coupled with expertise in handling top & confidential correspondence with clients.
- Proficient in maintaining relationship with customers, ensuring quality & service norms.
- Gained extensive experience in servicing customers, both in-person and by telephone, in the Hospitality and transport industry.
- Well organized and highly efficient working in a multi-tasking dynamic environment.
- Ability to plan accurately and can handle supervising the work of others.
- Knowledge and well experienced in airline operations.
- Possess a strong combination of training and experience in the industry
- proven skills in providing comprehensive support & training to executive-level staff, scheduling meetings, coordinating travel and managing all essential tasks.
- Negotiation of package and payment follow ups with clients and hotels.
- Deft in maintaining records, corresponding with external & internal clients & scheduling important meetings.
- Hands on experience in handling Microsoft Office System, Document Management System, Elite Applications, etc.
- An effective communicator, self motivator with excellent communication, relationship building, people management & interpersonal skills.

Core Competencies:-

Facility Management, Vendor Management, Guest Servicing, Manpower Management, Front Desk Operations, General Administration, Team Management

📁 Work Experience

10/2014 – present
Mumbai, India

Business Head - Head of Reservation & Operations **M/S Vision Holidays** **Job Responsibilities:-**

- Interacting with travel agents and dealing with customer grievances and complaints, by phone, E-Mail, etc.
- Providing suitable package tour options and handling inquiries as per the requirement of the customers
- Ensuring the issuance of booking confirmation vouchers to the clients



Work Experience

02/2012 – 10/2014
Wadala(wild escape), India

- Updating websites on a daily basis and tracking pre-trip and post-trip accounts related to confirmed bookings
- Resolving inquiries on phones and E-Mails
- Preparing files, databases, records, and other documents; developing and maintaining data, and performing routine analyses and calculations in data processing for recurring internal reports
- Leading a team of 11 Executives for reservations
- Involved in issuing hotel vouchers to clients after receipts of confirmation from the branch office in Kathmandu, Nepal / Mauritius / Bali & Maldives etc [Major Destinations] + Domestic Packages.

Manager – Operations

M/S Outdoor Travel and Sports Gear Pvt. Ltd.

Job Responsibilities:-

- Interacting with travel agents and dealing with customer grievances and complaints, by phone, E-Mail, etc.
- Providing suitable package tour options and handling inquiries as per the requirement of the customers
- Ensuring the issuance of booking confirmation vouchers to the clients
- Updating websites on a daily basis and tracking pre-trip and post-trip accounts related to confirmed bookings
- Resolving inquiries on phones and E-Mails
- Maintaining day to day accounts for wild escapes and handling petty cash
- Preparing files, databases, records, and other documents; developing and maintaining data, and performing routine analyses and calculations in data processing for recurring internal reports
- Leading a team of 15 Executives for reservations

04/2004 – 02/2012
Mumbai, India

Reservation Manager (Sales & Customer Service)

M/S Vision Holidays

Job Responsibilities:-

- Accountable for handling ticket sales, boarding supervision and customer service during a period of phenomenal company growth
- Interfaced with the airlines and travel agents as well as dealt with customer service and complaints
- Functioned with staff to create the best flight services available to passengers
- Provided suitable package tour options as per the requirement of the customers
- Involved in issuing hotel vouchers to clients after receipts of confirmation from the branch office in Kathmandu, Nepal



Training

I have done Diploma in Airlines & Travel Tourism Management from Aviation training institute, New Delhi in 2004.



Education

2003

Bachelor of Arts Mumbai University

Skills

- LANGUAGES

English



French



Hindi, Marathi, Gujarati
and Punjabi



- COMPUTER SKILLS

MS Office 2003



Internet Browsing



Extramural Engagements

- Significantly represented the company and headed the stall in TTF, IITM and other such tourism fairs.
- Actively participated in many exhibitions and agents fairs as a company representative.

Strengths

Hard-Working

Positive attitude

Quick decision Maker

Results driven

Negotiation skills

Organisational Skills

Problem-solving

Business Intelligence

Sets Goals & develop action plans

Good Understanding of market

Asks Questions & Listens intently

Communication & Interpersonal skills