

NISHY RADHAN

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Professional Summary

Dedicated to serving all customers needs with enthusiasm, accuracy and a coordinated approach. Efficient in directing staff, organizing services and providing seamless transitions to guests in need of special amenities. Exceptional customer service and problem-solving abilities. Well-versed in building long-lasting relationships with typical and VIP guests. Remains calm and collected under pressure and works to develop and implement solutions. Proficient in handling administrative, staffing and inventory needs to keep services flowing smoothly. Friendly and prompt Front Desk Agent with good hands in using phone, computer and office equipment. Strong multitasking, communication and interpersonal skills.

Skills

- Administrative leadership
- Corporate client relations
- Decision-making
- Crew assistance
- Outstanding communication skills
- Interpersonal communications
- Communication skills, Personnel
- Client relations, Phone system

Work History

Renewal Specialist

06/2020 to Current

BYJU'S (Think & Learn PVT LTD) – Bangalore, Karnataka

- Increased revenue by implementing effective sales strategies in all aspects of sales cycle process from prospecting leads through close.
- Directed work of efficient administrative team maintaining accurate sales, inventory and order documentation.
- Led targeted training programs to educate staff on product benefits and service capabilities.
- Counseled students individually to help promote personal and educational motivation.
- Educated students and family members.
- Offered stability and positive reinforcement in student lives to build strong rapport and trust with students and parents.
- Observed student performance and recorded relevant data to assess progress.
- Monitored student academic progress, communicating with each student frequently and intervening to assist students experiencing difficulties.

Customer Relations Officer

08/2017 to 12/2019

Infinite Advertising Media – Kollam, Kerala

- Developed and implemented standards for staff to provide consistent service to customers.
- Managed customer relations on ongoing basis to maximize customer retention.
- Created activities and engagements to enhance customer experience, knowledge and patronage.

Guest Relations Executive

07/2017 to 05/2018

Devyani International Limited – New Delhi, Delhi

- Managed and improved customer service functions for reception and lounge areas.
- Served as main point of contact for VIP guests and kept hotel departments briefed on individual requirements.
- Directed staff to handle needs for individual guests to resolve issues and generate positive customer experiences.
- Welcomed each new arrival pleasantly and confirmed reservations and identification.
- Provided guests with above-and-beyond service, including making outside venue reservations and setting up tours.
- Maintained transaction security by verifying payment cards against identification.
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.

Education

BBA Airport And Airline Management

05/2017

Bharathiar University Coimbatore**Associate of Science: Aircraft Maintenance**

06/2014

Regional Institute Of Aviation - Trivandrum
