



ABHISHEK PATHAK

Customer Relationship manager

Experience

Club Mahindra

Relationship Manager

12/2022-Present

- Developed and maintained strong relationships with Club Mahindra members, ensuring personalized service and exceptional customer experiences.
- Acted as the main point of contact for members, addressing inquiries, concerns, and requests throughout their stay at the resort.
- Conducted regular interactions with members to understand their preferences, travel habits, and vacation aspirations, facilitating the creation of personalized vacation plans and offers.
- Successfully contributed to member retention and upselling opportunities through proactive engagement and showcasing the latest offers and benefits.
- Collaborated with various departments to resolve member complaints and grievances, ensuring timely and satisfactory resolutions.
- Assisted the sales team in member referrals, supporting sales targets by identifying potential leads for sales conversion.
- Organized engaging member events and activities within the resort to foster a sense of community and encourage member participation.
- Conducted feedback collection through surveys and reviews, analyzing feedback to identify areas of improvement and enhance member satisfaction.
- Maintained accurate member profiles and preferences in the CRM system to facilitate personalized interactions and smooth communication.
- Stayed updated on industry trends, competitor activities, and market insights, providing suggestions for continuous improvement and innovation in member services.

Housr Technologies Pvt. Ltd.

Resident Manager

02/2022-08/2022

- Proven track record of consistently exceeding targets and driving revenue growth through strategic sales and marketing initiatives.
- Proficient in managing teams and ensuring seamless operations, resulting in exceptional customer experiences and satisfaction.
- Adapt at building and nurturing strong client relationships, fostering loyalty and repeat business.
- Skilled in analyzing data to identify trends, opportunities, and areas for improvement, enabling data-driven decision-making.
- Excellent presentation and communication abilities, facilitating effective cross-functional collaboration.

About Me

I am very passionate about my work and always try to deliver the best quality of service.

My Objective is To obtain a challenging position in an organization that would best utilize my acquired knowledge, skills & experiences which could help me achieve the growth of the organization as well as mine.

Results-oriented Resident Manager with a B.SC in HM seeking a challenging role in Sales & Marketing and Customer Relations. Proven track record of exceeding targets, managing teams, and delivering exceptional customer experiences. Committed to driving revenue growth and fostering strong client relationships. Eager to leverage my skills and education to contribute to the success of a dynamic organization.



[linkedin.com/in/abhishek-pathak- 2969](https://www.linkedin.com/in/abhishek-pathak-2969)



+91- 8019523750/9315856115



abhishek19.pathak@gmail.com



New Delhi

Language

- English
- Hindi

Education

- IHM BANGALORE
B.Sc IN Hospitality Management
2018-2021
- VASANT VALLEY SCHOOL
High School
2010-2018

MY SKILLS

- Teamwork
- Microsoft Office
- Microsoft PowerPoint
- Problem Solving
- Leadership
- Customer Service
- Communication
- Interpersonal Skills
- Customer Service Management
- Team Leadership
- Customer Satisfaction
- Customer Experience
- Operations
- B2C Sales
- Customer Engagement
- Sales & Marketing

Experience

Helloworld Technologies Pvt. Ltd.
Resident Manager
11/2021-02/2022

- Led and managed a high-performing team, ensuring optimal guest experiences and operational efficiency.
- Surpassed revenue targets by 75% implementing innovative sales and marketing strategies.
- Delivered exceptional customer service, resulting in increased customer satisfaction and repeat business.
- Conducted thorough customer needs analysis, personalizing services to exceed guest expectations.
- Collaborated with Sales, Marketing, and Operations teams to achieve common objectives and maximize results.
- Utilized data analysis to drive insights, enabling data-driven decision-making and continuous improvement.
- Represented the company in public events and industry conferences, enhancing brand visibility and establishing new partnerships.

Freelance Content writer 2018-PRESENT

- Created engaging and high-quality content for diverse clients, catering to their specific needs and target audiences.
- Developed SEO-friendly blog posts, articles, web content, and social media posts to enhance online visibility and drive organic traffic.
- Conducted in-depth research on various topics to ensure accuracy and credibility of the content produced.
- Collaborated closely with clients to understand their brand voice, style preferences, and content requirements.
- Met strict deadlines while maintaining the utmost quality of work, ensuring client satisfaction and repeat business.
- Utilized strong editing and proofreading skills to deliver error-free and polished content.
- Adapted writing style and tone as per the requirements of different industries and niches.
- Stayed updated on industry trends and best practices, incorporating relevant insights into the content produced.
- Leveraged social media platforms and online forums to promote and market personal brand as a content writer.
- Actively sought new opportunities and clients to expand freelance writing portfolio and grow professional network.
- Received positive feedback from clients for delivering impactful and compelling content that resonated with their audiences.

HOBBIES

- CRICKET
- TRAVELLING
- BADMINTON
- FOOTBALL
- LISTENING TO MUSIC
- MOVIES & SHOWS
- FREELANCE WRITTING

ACHIEVEMENT

- District Level Cricket (2014 - 2018) (2014 - 2018) I have played for various age group from Under 14 to Under 19
- Other various sports (2014 - 2018) (2014 - 2018) I have played Football, Badminton and Squash for school
- Represented school in various cricket tournament (2014 - 2018)
- Getting certificate in Internship in F&B and Front Office (06/2019 - 10/2019)
- Participating in various Olympiads
- Working for Geetanjali (NGO)- where taught underprivileged children