





# Neha Bajpai

WZ-138 1st Floor  
Naraina Village, Ring Road  
Delhi - 110028  
Delhi

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 +91.9717038222

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## About Me

### Office Assistant

Administrative support professional with 4 years of experience; adept at working in fast-paced environments demanding strong organizational, leadership and interpersonal skills. Committed to exceptional customer service and driven by challenges. Detail-oriented and resourceful in spearheading, organizing and completing projects; ability to multitask effectively.

## Education

### Bachelor of Commerce, Commerce

University of, Lucknow  
Lucknow, Uttar Pradesh

Completed, July 2015  
Marks 56 %

## Work Experience

May 2017 - Current

### Office Assistan

Garg & Associates  
Delhi, Delhi

#### Office Assistant Responsibility

- Attending client calls during their visit to office
- Keeping records of office assets, stationary & attendance
- Keeping track of leaves for financial purpose of all employees
- Fixing up appointments and managing the calendar of Managing Director
- Making Travel arrangements, Ticket booking & Hotel Reservations

#### Executive Assistant Responsibility

- Schedule meetings and appointment and manage travel itineraries
  - Uphold a strict level of confidentiality
  - Supervise, coach and train lower level staff
  - Receive and interact with incoming visitors
  - Making MOM and circulating it to staff
  - Preparing and edit presentations and other documents
  - Arrange and co-ordinate meetings and events.
  - CO-ordinate project based work
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February 2016 - May 2017

### **Office Assistant**

Synergy Steels Limited  
Delhi, Delhi

#### **Administrative Functions**

- Keeping records of office assets, staff records, etc
- Checking office cleanliness, daily attendance register, other records, etc
- Taking care of leave application and attendance record and salary record
- Preparing import documents and coordinating the same
- Inventory control of Stationery

#### **Secretarial & Reception Functions**

- Fixing up appointments, reminding of day-to-day work of the Director
  - Making Travel arrangements, Ticket booking, Hotel Reservations
  - Attending phone calls, Fixing appointments & meetings
  - Co-ordination & Follow up with Head Office and other branches
  - Handling inward and outward dispatch of mails and courier
  - Attending the customers during their visits to the office
  - Attending phone calls
  - Handling inward and outward dispatch of courier
  - Handling the fax, Internet and e-mail messages
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August 2013 - March 2015

### **Front Office Associate**

Vivanta by Taj  
Lucknow, Uttar Pradesh

- Courteously and accurately answers inquiries from potential guests and accepts hotel reservations
- Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns
- Train, direct the work of, resolve issues/problems and coach and counsel the front desk team members to ensure a quality operation
- Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service
- Allocate rooms to expected arrivals after checking the guest's preferences and special requests
- Build strong relationships and liaise with all other department's especially housekeeping, reservations etc
- Operates the EPBX equipment, including, assisting incoming & outgoing calls, setting wake-up calls, enabling DND (Do Not Disturb) and paging for in-house guests
- Cross Check all billing instructions are correctly updated controls cash transactions at the front desk
- Ensure Front office log book and hotel log book is always updated and actioned upon
- Ensures safety by following guest check in and security procedures and reporting suspicious activity to security, manager, or MOD
- Use GDS to issue tickets for manually-priced reservations

### **Training and Certifications**

- Diploma in Aviation, Hospitality and Travel Management , Frankfinn Institute of Air Hostess Training, 2013
- Customer Integration Program, Frankfinn Institute of Air Hostess Training, 2013

### **Skills**

- Travel Coordination
- Balance Sheets
- Operations Management
- Accounts Payable & Receivable
- Records management
- Document processing
- Team Building and Management
- Cash handling experience

### **Computer Proficiency**

#### **Operating Systems**

- Windows ●●●●

#### **Software**

- GALILEO ●●●●
- FIDELIO WEBSUITE ●●●●

Languages

- Hindi ●●●●
- English ●●●●●

Personal Details

Father’s Name: Mr. Vinood Bajpai  
Birthday: May 19, 1992  
Gender: Female

Marital Status: Married  
Nationality: India

Address Details

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Declaration

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