

CURRICULA VITAE

RITU ARORA

Career Objective

Seeking challenging position in business development with major international company with long term career potential for professional and individual growth.

CORE SKILLS

- More than 7 years of rich experience in Hotel Industry as a Executive Assistant and Business Center Executive. Experience in customer care and secretary profile.
- Worked and learnt the professional work culture from **ITC Maurya , New Delhi, Taj Palace, New Delhi and Shangri-La's Eros Hotel, New Delhi, Delhi International Airport Ltd. GMR.**
- Overall 1.6 Years of experience in handling customer care services and 6 Years in Secretarial profile.
- MBA, Dual Specialisation in Marketing and IT.
- Customer centric with good communication and interpersonal skills.

Educational Background

- M.B.A, Dual Specialisation in Marketing and I.T. from **I.M.T. GAZIABAD**

Name of the Exam	Board of University	Year of Passing
Graduation	Delhi University	2005
Class 12 th	C.B.S.E	2002
Class 10 th	C.B.S.E	2000

Professional Qualification

Successfully completed Diploma course from Y.M.C.A. in **Office Management (May2003) in first Division**

ADDITIONAL PROFESSIONAL QUALIFICATION

- Certificate Course in Computer Application
- Certificate course in typing (30 W.P.M.) And shorthand (80 W.P.M.)

Professional Experience

Working with Paras Dairy, VRS Foods limited as Executive Assistant to Managing Partner Mr. Gajender Nagar. Since July 18

To manage calendar and oversee appointment Coordination of complex executive meetings. Maintaining executive appointment schedule by planning and scheduling meetings, conferences, teleconferences and travel arrangements by preparing a complete itinerary including air tickets, travel insurance, currency, visa, Hotel reservations, airport assistance and transfers etc.

Assist in making Presentation for Meetings, Preparing and formatting documents, proofreads and edits documents for grammar and punctuation errors.

Dealing with incoming email and letters, and screening telephone calls

Hotel reservations, online registrations for various seminars and programs, workshops events etc. travel arrangements

Typing, file maintenance, telephone coverage, composing correspondence and mail distribution. organizing and filing paperwork, documents and computer- based information

High Level of confidentiality to be maintained

Worked with Delhi International Airport Ltd. as Secretary to Mr. Radha Krishan Babu Gadi, CFODIAL

Since March 18 – July 18

Worked with Shangri – La's Eros Hotel, New Delhi as Executive Assistant to Director of Operations

April 12 - March 2016

Shangri-La's Eros Hotel ,New Delhi

Maintaining executive appointment schedule by planning and scheduling meetings, conferences, teleconferences and travel arrangements by preparing a complete itinerary including air tickets, travel insurance, currency, visa, Hotel reservations, airport assistance and transfers etc.

Welcoming VIP arrivals in person and preparing welcome letters; answering or directing inquiries.

Maintain confidence by keeping information confidential.

Complete projects by assigning work to clerical staff and following up on results.

Providing historical reference by developing and utilizing filing and retrieval systems; and recording meeting discussions.

Maintaining office supplies inventory by checking stock to determine inventory level.

Maintaining professional and technical knowledge by attending educational workshops.

**Worked with ITC Group as Secretary to Room Division Manager
March 07- Oct 09**

ITC Hotel Maurya ,New Delhi

- Taking booking for the board rooms and Organizing meetings & conferences (internal & external)
- Handling incoming and out going calls
- Coordinating with other department in terms of guest history, preference and other details.
- Assisting with the meeting equipments as data projectors.
- Making presentation of guest on requests.
- Dealing with faxes, mailing drafting letters, presentations, etc.
- Other services includes video conferencing, teleconferencing, photocopying, scanning faxes, courier, binding, laminations, stationary printing and over all a expert and timely secretarial services.

**Worked with Taj Group Of Hotels as Business Centre Executive -
March 06 to March 07**

Taj Palace Hotel, New Delhi

Business Center furnishes entire requirements of business traveler ranging from Conference Rooms to services Services includes video conferencing and Tele Conferencing

Offers high speed wireless Internet connectivity, work stations, multimedia computers, Laptops, Photocopiers, Scanning, Faxes and above all secretarial services

Providing guest with the expert and timely support with reference to above facilities, and comfort and privacy akin to their office

PERSONAL PROFILE

DOB: 21st Nov 1984

E-mail: rituarora2162@yahoo.com

Father Name: Mr. K.K. Arora

Contact no: 9354092371

Strengths: Confidant, Determinant & Punctual.

AREAS OF INTEREST:

- Interacting with people
- Painting

RITU ARORA