

CURRICULUM VITAE



RITIBHA SHARMA

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OBJECTIVE

- To work for a company where my knowledge and commitment can have valuable application.
- To interact, coordinate and integrate with various functions and act as resource to provide inputs by employing contemporary methods and practices.
- To serve as a Corporate and Customer Interface as required under Customer Relations policies

PERSONAL PROFILE

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|-----------------------|---|--|
| • Residential Address | : | A-8/18, Rana Pratap Bagh, Delhi – 110007 |
| • Contact No. | : | 9873954376 (Mobile) |
| • Date of Birth | : | June 11, 1992 |
| • Husband's Name | : | Mr. Kapil Sharma |
| • Marital Status | : | Married |
| • Nationality | : | Indian |
| • Languages Known | : | English, Hindi, Punjabi |

EDUCATIONAL QUALIFICATION

- Bachelor of Commerce from Delhi University
- Class 12TH conducted by CBSE passed in 2011

COMPUTER LITERACY

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| • Operating System | : | Windows XP/2007 |
| • Packages Known | : | Ms-Word and Excel |
| • Internet | : | Microsoft Outlook (E-Mail), Gmail |
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WORK EXPERIENCE

(1) M/s H R Consultants as Executive - Recruitment from January 2013 to June 2013.

JOB RESPONSIBILITIES:

- Handling, Monitoring and Coordinating the end to end Recruitment Process Cycle.
- Source candidates through various mechanisms (internet job sites, referrals, research, relationships, associates, etc.).
- Maintaining Tracking Sheets of all the Prospective Candidates.
- Screening, short listing, scheduling Interviews, follow ups - up to closure.
- Conducts initial interviews by phone to determine experience and skill level.
- Sourcing of Resume from various Job Portals (Monster, Naukri.com, Linked In, Targeted companies, References etc.
- Preparing daily/weekly reports.
- Source candidates for required industry.
- Communicate to staff to generate referrals.
- Create advertisements & job postings.
- Follow up on employee referrals.

SPECIALITIES:

- Sourcing the CV's from the Portals.
- Screening the right candidates.
- Scheduling the Interviews.
- Expertise in Full recruitment life cycle in permanent placements.
- Handled recruitment at all levels using Internet search sites, search engines, vendors, referrals, networking and postings.
- Maintain MIS.
- Search profiles by use of Portals (Naukri, Linked in, Monster, personal references, candidate's references, Head hunting by the use of relevant Company profiles.)

(2) M/s AVIVA LIFE INSURANCE (Gurgaon) as an Operation Executive from 1st July 2013 to 01st January 2014.

JOB RESPONSIBILITIES-

- Call to the customer to verify the details (PSC).
- Welcome call to customer to ensure that customer has received the Policy documents
- Maintaining the call qualities.
- Operating apps like life Asia, web form and talisma.
- Collecting the reports from other executives and forwarding to AM.

(3) Eros Group of Hotels (under TLC) as a Senior Customer Service Executive (Reservations) from 10th Feb 2014 to till 31st January, 2018.

JOB RESPONSIBILITIES-

Reservation(s):

- Revalidation of Vouchers (Report Record)
- Admin Reports (Stationary, Petty Cash)
- Call Log Report for Members Request or Complaint
- Escalations Handlings – over viewing team client management and addressing the
- Concerns escalated by sub-ordinates.
- Handling Hotel Promotions or Extra activity
- Emailing and addressing various concerns of the Clients.
- Performance Tracker for Employee's and Clients
- Audit for Membership Discounts on daily basis
- Reservations (Rooms & Tables) and Making report for daily and monthly basis
- Member's Enrollment or data filtration on daily basis
- Audit for Membership Package

Admin Service(s)

- Customer relations management
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system
- Order office supplies
- Book travel arrangements
- Submit and reconcile expense reports
- Provide general support to visitors
- Maintain contact lists
- Produce and distribute correspondence memos, letters, faxes and forms

(4) The Park Hotel as a Reservation Associate from 01st May, 2018 till 28th July, 2018.

- Processes reservations by mail, telephone, telex, cable, fax or central reservation systems referral. Processing them in OPERA.
- Processes reservations from the sales office, other hotel departments, and travel agents.
- Creates and maintains reservation records by date of arrival and alphabetical listing.
- Prepares letters of confirmation.
- Communicates reservation information to the front desk.
- Answered incoming calls and assisted with reservations, confirmations, room requests, and questions.
- Familiarity with all day-to-day routine hotel practices, including billing transactions and credit and debit card procedures.

HOBBIES & ACTIVITIES

- Exploring new places and Music.
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PERSONAL SKILLS & QUALITIES

- Ability to articulate and communicate through oral and written forms
- Ability to convince
- Patience and Positive Attitude.
- Eager to learn and grab knowledge

OTHER VALUABLE QUALITIES

Confident & believe in hard work with honesty, integrity and acceptability of new ideas. Being a fresh hold of my careers; I am looking for a growth-oriented position in an organization that would bring out the best in me & enhance my knowledge.

Regards
RITIBHA SHARMA