

Name – Ajay Mishra

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Summary

I am a highly motivated individual looking to contribute my skills to an organization where I can be an asset to the organization as well as learn and continuously improve myself to achieve the given targets.

Work Experience

- Relationship Manager.
Kotak Mahindra Bank (April 2021 - Till present)
 - Handling an extensive base of customers.
 - Resolving customer queries & maintaining banking relations.
 - Cross selling different bank products to the customers.
 - Guiding the customers for their investment as per their need.
 - Managing back-end customer requests.
- Sales Officer.
ICICI Securities (October 2020 – April 2021)
 - Guiding clients to complete their account opening process online.
 - Explaining the clients benefits of demat account.
 - Convincing clients to open demat account with ICICI.
 - Achieving daily targets and contests.
 - Handling Priority Customers.
- Guest Service Officer.
Grand Hyatt Mumbai (July 2019 – July 2020)
 - Performed Check in and Check Out.
 - Cash Handling / On shift Cashiering.
 - Attending Guest Queries.
 - Updating guest profile (Registration Cards).
 - Making of C Forms.
 - Handling Telephonic Queries.
 - Actioning Emails.
 - Rooms Controlling and managing rooms inventory.
- Intern
Renaissance Mumbai Convention Center Hotel (May 2017 – September 2017)
 - Got Trained in all the core departments i.e., Front Office, Housekeeping, Food and Beverage, Kitchen and also got trained in Human Resource.
- Intern
Satyam Ford Thane (May 2018) Worked as a Front Office Executive.
 - Welcoming and making customers comfortable.
 - Taking down primary details.
 - Forwarding the data to the sales manager.
 - Indenting for office supplies.
 - Handling telephonic queries.

Education Qualification

- Bachelor of Science in Hospitality Studies.
ITM Institute of Hospitality Management (June 2016 – May 2019)
Grade – O
- Higher Secondary Certificate.
N. M. Bhavans College (June 2014 – April 2016)
Percentage – 58.92%
- Secondary School Certificate.
St. Xavier's English High School (May 2014)
Percentage – 85.00%

Personal Information

- Date of Birth – 12th September 1998.
- Marital Status – Single.
- Nationality – Indian.
- Languages Known – English, Hindi, Marathi.
- Interests – Reading, Swimming , Gaming.