

**PRAVEEN KUMAR SINGH**

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# **CAREER OBJECTIVE**

To seek opportunity to serve an organization of repute with quality environment where I can utilize my knowledge and experience to further explore and enhance my skill and have strong will power to face any challenging situation in work area.

# **KEY SKILLS**

* Provide all travel related services (Ground transportation, air tickets & train tickets, itineraries, Tour Packages, hotel booking, Web Check in, Visa services etc) to the guests and staff.
* General Administration and taking care of all Incoming & Outgoing couriers.
* Extend immediate and complete attention to guest request/complaints.
* To make different types of itinerary and arranging different types of vehicle as per the guest request.
* MIS reports on a daily/weekly and monthly basis.
* Coordination with HOD’s for VIP arrivals or departures.
* Making roaster and managing junior staffs for smooth operations on daily basis.
* Proficient in MS office, outlook and managing mails and phone calls.
* Brand standards and SOPs – adherence.
* Innovative ideas generated and implemented.
* Vendor (Agent) performance analysis.
* Billing process of vendors.
* Guest complaint resolution.

# **WORK EXPERIENCE**

**Worked with StartNet FZCO in Dubai Airport Free Zone, Dubai as a Concierge in Admin & Secretarial department from January 2020 to August 2020.**

# Duties and Responsibility: -

* Make dining and other reservations for patrons, and obtain tickets for event.
* Provide information about local features such as shopping, dining, nightlife, and recreational destinations.
* Make travel arrangements (like taxi, limousines, airplanes, charter, boat, etc.) for sightseeing and other tours.
* Receive, store, and deliver luggage and mail.
* Perform office duties on a temporary basis when needed.
* Pick up and deliver items, or run errands for guests.
* Carry out unusual requests such as searching for hard-to-find items and arranging for exotic services such as hot-air balloon rides.
* Arrange for the replacement of items lost by travelers.
* Mange staffing on the desk.

**Worked with Hotel Vivanta by Taj, Surajkund – NCR (India) as a Concierge (front office) from January 2015 to November 2019.**

# Duties and Responsibility: -

* Meet and greet Guests as they enter and leave the Hotel.
* Notify Guest of visitor arrival.
* Key issue and control.
* Receive, co-ordinate and monitor all requests for services and assistance.
* Receive incoming/outgoing courier deliveries for clients.
* Maintain the guest relation in term of services.
* Arrange Transport Services for guests.
* Solving the guest queries also arrange some special services for guest as they required.
* Mange staffing on the desk.
* Checking out the store and requisite the store items.
* Handling arrivals, departures and left baggage.
* Handling different types of Newspaper requirements for hotel operations on daily basis.
* Taking care of First-Aid Kit.
* Proper follow Up with different departments such as Magazine, Water bottle, Printer Cartridges, stationary items and Maintaining our area neat and clean
* Billing process of different types of vendor like Newspaper vendor, car vendor, stationary vendor, Chemist vendor.

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**Worked with Inditravel Limited New Delhi (India) as a Sr. Executive of Travel Services in different Taj Hotels from June 2011 to December 2014.**

# Duties and Responsibility: -

* Coordination with reservation team for last minute add-on pickups from Airport.
* Handling junior staff for smooth operations of travel desk.
* Managing mails and call on daily basis.
* Making different types of packages and itineraries as per guest request.
* Preparation of MIS reports on daily, weekly and monthly basis.
* Coordination with vendors to run smooth daily operations.
* Conduct Training and briefing of junior staffs and chauffeurs.
* Taking care of audits like JD audit, LQA audit and TPAM audit.
* Maintain of vehicle checklist on daily basis as per brand standards. • Setup of travel desk in new property.

**Worked with Global Administration Services (P) Ltd Gurugram (India) as a Travel Executive in PARK PLAZA HOTEL BY MDLR GROUP from October 2008 to June 2011.**

# Duties and Responsibility: -

* Arranging of airport pickups and drops for hotel guests as well as corporate clients.
* Managing office transfers and local and out station sightseeing.
* Handling different type of guests queries and provides packages accordingly.
* Making invoices for different type of vehicles and packages**.** • Maintaining of fleet and chauffeur’s grooming as per hotel standards.

**Worked with G.B.International New Delhi (India) as a Travel Executive from June 2007 to September 2008.**

# Duties and Responsibility: -

* Have learned how to make different types of tour packages and itineraries.
* Coordination with different hotels for best available rate and TAC.
* Escorted groups to different domestic places like Shimla, Manali, chandigargh, Hyderabad, Mumbai, Agra, Jaipur, Jhansi, Orchha, Gwalior, Varanasi and Bangalore.
* Have arranged flight tickets and train tickets to the clients through vendors.
* Guest house management.

## EDUCATIONAL QUALIFICATION

* Completed Post graduate in Travel and Tourism Management from ITHM, Jhansi in 2007.
* Diploma in Computer Application from MCIT, Pratapgarh, U.P
* Graduation B.Sc. (science) from Dr. Ram Manohar Lohia University, Faizabad U.P. in 2003 ➢ Passed higher secondary from U.P. Board Allahabad, U.P. in 2000.
* Passed Matriculation from U.P. Board Allahabad, U.P. in 1998.

## COMPUTER AND SOFTWARE KNOWLEDGE

* Micro Opera Version 5.4.2.26 (2) ➢ MS Office.
* Outlook.
* Windows XP, Windows 7 and Window 10
* Karishma Car rental software
* Fidelio

## PERSONAL DETAILS

* D.O.B: :7th Feb 1983
* Nationality: Indian
* Languages known: English, Hindi
* Marital Status: Married

## STRENGTHS

Confident, diplomatic and have inherent leadership skill. Good team player.

## DECLARATION

I here by declare that all the above information given is true and correct to the best of my knowledge.

## (PRAVEEN SINGH)