

# ANJALI SHARMA

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## OBJECTIVE:

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Assistant Manager Guest relations with broad organisational experience including industries ranging from Hospitality to Facility Management and Customer support, seeking to work in an organisation with a long term commitment, contributing to the organisation's growth, whilst utilising the resources to learn and explore new opportunities.

## KEY SKILLS :

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- Leadership qualities
- Management skills
- Time management
- Strategy & Planning
- Communication skills
- Interpersonal skills
- Rapport-building skills

## WORK EXPERIENCE :

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### **Organisation: Eclerx Services Pvt. Ltd.**

**Duration: 10 months (May 2016 – March 2017)**

- Provided technical support to US-based customers
- Organised recreational activities for the employees
- Provided cancellations on truck rolls through troubleshooting
- Provided customer satisfaction through rapport building skills

### **Organisation: ITC Gardenia – A Luxury Collection Hotel**

**Duration: 1 year 2 months ( March 2017 – June 2018)**

- Was responsible for enhancing Guest Experience which resulted in earning goodwill for the property.
- Served as custodian to Single Lady guests of the hotel
- Guided up-selling and cross selling of rooms / services to add to the revenue.
- Managed check-in, check outs and amenities provided to the VIP, VVIP and Platinum Guests
- Planned and organized events for long-stay and single lady guests
- Steered feedback through Guest interactions.
- Prepared reports on Guests' feedback, preferences and complaints.
- Researched and planned service recovery

### **Organisation: CBRE South Asia Pvt. Ltd for Microsoft**

**Duration: June 2018 onward**

- Impart trainings to the Front Office team and reception supervision
- Responsible for preparation of monthly & quarterly reports for reception, events, courtesy calls and landscaping
- Management and procurement of event inventory
- RE&F SPOC for Event Management – catering to inquiries, organising and executing the events
- Supervising the Service Request portal
- In charge for Female Centric spaces (Nap rooms, Mother’s room)
- Weekly and monthly Courtesy Calls to employees to take feedback
- In-charge of building landscape, running Staff Appreciation program and organising recreational activities for the team
- Part of the team involved in setting up a new Facility

**EDUCATIONAL QUALIFICATIONS :**

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<b>CLASS/ DEGREE</b>	<b>INSTITUTION</b>	<b>YEAR</b>	<b>PERCENTAGE</b>
10 <sup>th</sup> Standard	Sacred Heart Convent School, C.B.S.E	2010-2011	CGPA - 9/10
12 <sup>th</sup> Standard	Sacred Heart Convent School, C.B.S.E	2010-2011	81%
Bachelor of Business Administration	Dav College, Chandigarh Panjab University	2013-2016	79%

**ACHIEVEMENTS AND AWARDS :**

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- Topper of Dav College, Sector 10D, Chandigarh
- Volunteered for and saved lives of many stray dogs at individual level
- Class representative of BBA(first and third year)
- Received various Spot Recognitions at Eclerx
- Presented the ‘Welcom Achiever’ Award of ITC Gardenia
- Awarded as the Best Performer for a month's training with ITC Gardenia

**DECLARATION :**

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I hereby declare that the information furnished above is true to the best of my knowledge and I abide by it.

**Date: JULY 17, 2019**  
**Place: BANGALORE**

**ANJALI SHARMA**