



# Sahil Sharma

Customer Sales Associate -  
Shangri-La Eros Hotel

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Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## Key Skills

- Customer Service
- Values-based Leadership
- Team Problem Solving
- Basics of Revenue Management
- Situation handling
- Microsoft Excel

## Professional Experience

- **Customer Service Sales Associate**  
Shangri-La Group, New Delhi, Delhi, India | March 2022 - Present
  - Working closely with sales professionals to solve grievances and ensure guest satisfaction
  - Utilize and Implement Opera PMS to input key data of the companies into the hotel's database system
  - Processing sales-oriented telephonic conversations and driving business to the property
- **Guest Service Associate**  
The Oberoi Gurgaon, Gurugram, Haryana, India | August 2021 - March 2022
  - Assisted the guest in overall arrival and departure experience and ensured building rapport and retention
  - Produced high-quality documents, spreadsheets, and presentations for internal and customer-facing needs and attended to detail to anticipate guest requests
- **Operations Intern**  
DNY Hospitality - Restaurant & Cloud Kitchen Consultant, Mumbai, Maharashtra, India | October 2020 - June 2021
  - Completed research, compiled data, and updated spreadsheet with Microsoft Excel
  - Recommended purchasing goods, supplies, and services to meet supply chain goals
- **Internship Trainee**  
Shangri-la Eros Hotel | January 2020 - March 2020
  - Answered incoming telephone calls, took down messages, and provided relevant information to the guest

## Education

- **Bachelor of hotel management in Hotel/Motel Administration/Management**  
Banarasidas Chandiwala Institute of Hotel Management & Catering Technology 2017 - 2021  
  
Achieved 77% in Bachelor of Hotel Management and Catering Technology
- **Business/Commerce in General**  
Gd Salwan public school 2016 - 2017  
  
Achieved 81% in Senior Secondary Education
- **Secondary Education in General**  
GD Salwan Public school 2014 - 2015  
  
Achieved 76% in Secondary Education

## Certifications

- **The Art of Negotiation**  
April 2022
- **Hotel Management: Distribution, Revenue, and Demand Management**  
September 2020
- **Lean leadership, Lean culture, Lean management**  
June 2020
- **Successful Negotiation: Essential Strategies and Skills**  
May 2020