

Neha Mehra

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Objective

To seek a responsible and challenging position which makes use of my talent and gives me an opportunity for personal growth and professional advancement while fulfilling company's objective.

Education

| Course / Degree | School / University | Grade / Score | Year |
|--|--|---------------|-----------|
| 12th class | Vivekananda vidyapeeth | 52% | 2015 |
| 10th class | Vivekananda vidyapeeth | 55% | 2013 |
| B.com(computer application) | Barkatullah university (career college) | 61% | 2015-2018 |
| Aviation,Hospitality And Travel Management | Frankfinn Institute of Airhostess Training | | 2017-2018 |
| Tally | Excel Academy | | 2022 |

Experience

- Front office executive** May-2019 - January-2020
Hotel Oasis Blue
 - Maintained an updated database of guest check-ins, checkouts, and fees.
 - Tracked staff schedules and called for outside maintenance as needed.
 - Responded to guest complaints in a professional, courteous manner.
 - Managed multiple phone lines while attending to guest issues.
- Onboarding Manager** February-2020 - August-2022
MMR Hotelinker pvt.ltd
 - worked in OTA's like goibibo,makemytrip,yatra,expedia,agoda,easemytrip etc.
 - Listed hotels in all OTA's and make the property live.
 - Uploaded pictures of hotels,create room category which are required for specific hotels,add inclusions.
 - Make the content score 100% for the best performance with competitive hotels.
- Guest relation executive** September-2022 - Till now
Indana Palace
 - Welcoming guests in a friendly and professional way. Addressing and escalating customer complaints. Providing information about facilities, programs and other services.

Skills

- MS Office
- Stayflexi(channel manager)
- IDS software
- Tally Software

Personal Qualities

- Highly Motivated And Eager To Learn New Things.
- Good Communication Skill both In Hindi and English.
- Strong Motivational and Leadership Qualities.
- Ability to Work as an Individual As Well As In Group

Activities

- Dance
- Traveling
- Swimming

Personal Details

- Date of Birth : 11/02/1998
- Marital Status : Single
- Nationality : Indian
- Gender : Female