

Neha Mehra

H.No. 74 Rachna Vihar Awadhpuuri Bhopal M.P.

Phone:7828938238/7470821500

Email: mehraneha204@gmail.com



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
Indiana 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