

## Neeraj Mishra

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## Objective

Dedicated and experience of 10 years in Travel and Hospitality industry professionally with proven happy Inbound and domestic clients from all around the Globe.

## Experience

### Self Oprated ( Online)

2023 -

Anekvarnaholidays

Travel arrangements for Inbound and Domestic Clients.

All Ground services

Transfers

Tour Guide

Hotel Booking

Air tickets

Tour packages

### CRM

10-02-2021 - Till Now

Hotel Stay Banaras (Boutique Property)

Ensuring and providing flawless,upscale,professional and high class guest experiences.

Analyzing customers feedback and review,

provide strategic direction to continuously improve overall ratings.

Responding to guest need and anticipating their unstatedons.

Taking care of travel desk.

Evaluate staff performance.

Manage and moniter hotel over all activities.

Develop and execute hotel policies.

### Team Associate

10-08-2016 - 03-07-2020

Yatra.Com

Handling ground arrangements ( Hotel, Transport ,Guide )in India & Nepal for Inbound clients.

Prepairing itinerary & costing as per the query.

Preparing travel documents for the clients.

Coordinating with travel related vendors for the best services at all destinations.

Representative at airport for Inbound clients.

Making tantative plans and suitable alternatives, answering clients object.

### Tour Executive

16-08-2014 - 15-07-2016

Vasco Travel PVT LTD

Handling ground arrangements ( Hotel, Transport ,Guide )in India & Nepal for Inbound clients.

Prepairing itinerary & costing as per the query.

Preparing travel documents for the clients.

Coordinating with travel related vendors for the best services at all destinations.

## Education

Course / Degree	School / University	Grade / Score	Year
Fundamentals of Hotel and Catering Industry	Swayam Plus - Under Ministry of education.	Complitaion Course.	08 Aug 2024
Basic Principles of Hotel Management and Front Office Operations	Swayam Plus - Under ministry of education.	Complitation Course	10 Aug 2024
Basic spanish language	Instituto Hispania, South Delhi	1st	2018
Intermediate	JAC, Ranchi, Jharkhand	2nd	2011
Graduation in B.C.A	IME , Delhi NCR	1st	2014
Matriculation	BSEB, Patna , Bihar	1st	2008

<b>Skills</b>
Attention to details. Operational skills Great communication skills Interpersonal skills Possitive attitude

<b>Personal Details</b>	
Date of Birth	21-07-1993
Marital Status	Married
Nationality	India