



Anindita Sharma

Guest Services Executive

CONTACT

Address

Kalkaji Extn, Govindpuri,
Kohinoor Apartment – Pocket
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aninditasharma41@gmail.com

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facebook.com/aninditasharma

Date Of Birth

30/9/1990

INTERESTS

Anindita Sharma is a people person with broad interest in current events, people management and thinking out-of-the-box solutions for any nail-biting situations. In her own time she enjoys cooking, reading and spending time with family.

REFERENCES

Mr. Manish Joshi
HR Manager – TAJ Palace
Hotel
Manish.Joshi@tajhotels.com

PROFILE

A senior executive with 7+ years of experience in the one of India's leading Hotel Brand – TAJ, having a wide array of experiences in client hospitality, crises management and mentoring. My future objective is to further hone my skills and proficiencies in the hospitality industry and to play an successful role in any future challenges that I may venture into.

CAREER

2015 - Present

Guest Services Executive TAJ Palace Hotel

Attending to internal as well as external calls and requests from customers within and outside India, handling emergency situations regarding customer management, scheduling and paging calls and mentoring newly assigned personnel in the department. Basically responsible of the reception and lobby services and ensuring an overall complaint-free, pleasant stay of the guest.

2014 - 2015

Travel Desk Executive TAJ Palace Hotel

Managing and providing travel and sight-seeing itineraries for international guests, extensive fleet management, booking and managing flights for individual guest or business executives.

SKILLS

- Good command over the English language both in writing and speaking.
- Well versed in the theoretical aspects of travel , tourism and hospitality industry having a masters degree in the field.
- Ability to handle high-pressure situations while maintaining a positive composure.
- A team player willing to take accountability as well as responsibility.

ACADEMIC

2012 - 2014

M.A.Tourism Administration Amity University, Noida

2009 - 2012

B.A (English) Handique Girls College, Guwahati University