

JUHI BHATIA GHASWALA

Residential Address:

1-B, Edena Building, 97 Maharshi Karve Road,
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Contact Details:

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Date of Birth: 20th August 1989
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ORGANISATIONAL WORK EXPERIENCE

- **Working as Manager – Products and Operations (MICE & FIT) at Tibro Tours Pvt Ltd from 1st April 2019**

Duties and Responsibilities

- Handling the educational vertical called Tibro E-Gurukul, which involves recruiting potential students who we foster through practical learning, immersive live experiences & thereby enable them to relate to classroom learning with real time situations.
- Build cordial relations with hotels and overseas suppliers in order to help negotiate better for mice groups & FIT's.
- Market Analysis of various products sold by competition and thereby design products & contract for these products.
- Work closely with the Marketing team on Product Development.
- Building and maintaining excellent relation with tourism boards, airlines & international as well as domestic suppliers for all travel related services.
- Coordinate with corporates for their requirements and work on them accordingly.
- Cater to corporate needs by assisting them with selection of destination, itineraries, presentations, etc. there by educating them to understand the destination logistics better.

- **Worked as Manager – Products and Contracting at Goomo Orbit Corporate & Leisure Travels (I) Pvt. Ltd – Head Office (Mumbai) from 1st August 2016 to 29th March 2019**

Duties and Responsibilities

- Worked on product launches for all destinations single handedly for Winter 2016.
- Liaise with the various teams internally to ensure product upload and promotions are done as per timelines.
- Proven track record of enhancing organizational reach & market share through the application of robust strategies, effective pricing and excellent networking as well as vendor relationship management skills.
- Contributed for the in-house online system for Goomo Holidays for the FIT/GIT set up.
- Handled operations and products for Adhoc groups and trade fairs like CPHI, Canton, IBA, ITMA, etc.
- Liaise with the legal team of Goomo and Supplier's for closure of Contracts and API Integrations.
- Conducted All-India FIT Sales Training as part of the Core Team in 2016.

- **Worked as an Assistant Manager (Team Leader - FIT Outbound) at Thomas Cook – Head Office (Mumbai) from 5th June 2014 to 29th July 2016**

Duties and Responsibilities

- To handle escalations, Pan India from the Sales Team.
 - Speak to clients directly in case of on tour assistance and resolve them.
 - Keep an account of various reports and submit them on daily basis.
 - Attend and conduct All India FIT Sales Training being a part of the Core Team.
 - Handle V.I.P and large groups.
- **Worked as an Assistant Manager Sales (MICE & FIT) at The Wanderers – Mumbai from 1st May 2013 to 30th May 2014**

Duties and Responsibilities

- Approach and align meetings with Corporates and achieve the necessary targets.
- Handled a couple of events in India and abroad for corporate clients. To name a few were CEAT, Godrej, Credit Agricole, ResMed, Marico, L & T Mutual Fund, Porsche etc.
- At the offsite responsible for handling everything right from flight bookings, check in, transfers, food and beverage, gifts, sightseeing, conference etc.
- Handle FIT queries and coordinate directly with vendors and clients and aim for closure of bookings.

- **Worked as a Front Office Executive at The Taj Mahal Palace - Mumbai from 1st Dec, 2010 to 30th Dec, 2012**

Duties and Responsibilities:

- To assist guests completing registration formalities at the time of their Arrival and Departure.
 - Handling guest queries and resolving their problems during their stay.
 - Making guest reservations and organizing airport and transportation facilities and ensuring a smooth and comfortable stay.
 - In the absence of my Duty Manager have also handled and taken managerial decisions relating to guest issues.
 - Upsold, Assigned and Upgraded guests to higher category rooms depending upon the guest preferences, occasion and occupancy of the Hotel.
- **Worked as a 'Guest Relations Executive' at Sheraton Park Hotel & Tower (ITC- Welcome Group) at Chennai for 6 months from June 2010 to Nov 2010**

Duties and Responsibilities:

- Solely responsible for handling the VIP movement of the hotel being a Guest Relations Executive.
- Guest Interaction daily during Breakfast and Happy Hours to ensure if guests are having a comfortable stay.
- Responsible for checking guest rooms prior to arrival to make sure preference are set as per guest requests.
- Guest Interaction Report, Preference Sheet and Long Stayer Report were to be maintained daily and emailed to the Front Office Manager.

ACHIEVEMENTS & AWARDS

- Successfully **completed Goethe-Zertifikat A1 Start Deutsch 1** in January 2021.
- **Employee of the month** for over achieving my target for the month of May 2019 at Tibro.
- Represented Goomo at **"FOCUS ON INDIA 2018"** held in Sydney in March '18, organized by Destination New South Wales.
- Won the **"High Flyer"** award from Goomo in October 2017 for single handedly managing the product uploads on the website in time as per the prescribed formats.
- Have undergone a "Life Saver" certificate course on basic fire safety and emergency preparedness from ITC- Sheraton Park Hotel and Towers, Chennai in June 2010 .
- Represented my school in various Inter-School Throw Ball Competitions and was awarded the 1st place.

SKILLS AND CORE COMPETENCIES

- **Successfully completed Level B2.1 from Goethe Institute, Max Mueller Bhavan, Mumbai.**
- Ability to interact with people of different cultures and backgrounds.
- Have mental flexibility to adapt to different work environments and job descriptions with speed and felicity.
- Persuasive communicator with appropriate presentation, negotiation and analytical skills with the ability to articulate the perspective of the management.
- Can think in a balanced manner in critical and stressful situations without losing focus.

EDUCATIONAL QUALIFICATIONS

YEAR	DEGREE	INSTITUTE	BOARD / UNIVERSITY	RESULTS (%)
2010	B. Sc in Hospitality & Hotel Administration.	The Institute of Hotel Management & Catering Technology (IHM Chennai)	Indira Gandhi National Open University (IGNOU) & National Council for Hotel Management & Catering Technology (NCHM)	72
2007	H.S.C.	K.P.B Hinduja College of Commerce.	Maharashtra	63
2005	S.S.C.	Convent of Jesus and Mary High School.	Maharashtra	70

I hereby affirm that the information in this document is accurate and true to the best of my knowledge.

Place: Mumbai
Date:

Signature
(Juhi Bhatia Ghaswala)