



NIKHIL BISHNOI

New Ashok Nagar, Delhi.
MOB - +91-85398-57322

OBJECTIVE

An accomplished result oriented Customer Service professional with several years of experience providing exceptional service and exceeding client expectation. Valuable experience in identifying sales opportunities to promote company growth and improvement. Complete all projects and tasks in compliance with strict deadlines and policies while exercising a company centered and client oriented work ethic. Resolves customer issues utilizing a personable and diplomatic approach. Strong communication and leadership skills, which translate into positive working relationships with colleagues and clients.

CORE COMPETENCIES

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|-----------------------------------|--|
| Ø Client Relations Development | Ø Confidential Document Handling |
| Ø Team Motivation & Leadership | Ø Networking |
| Ø Business Communications | Ø Report Writing |
| Ø Product Promotion | Ø Problem Solving & Decision Making |
| Ø Client Satisfaction Initiatives | Ø Prioritization & Deadline Management |
| Ø Appointment Scheduling | Ø Planning & Organizing |
| Ø Sales & Promotions | Ø MS Office & CRM |

WORK EXPERIENCE

Cherry E-Commerce Services Pvt Ltd – Working as Customer Care Executive – From Nov'19 onwards

Job Profile

- Ø Providing customer support on Email and Chat.

Al Rostamani International Exchange (Previously Thomas Cook Al Rostamani International Exchange) - Worked as Officer – Corporate Relations from Aug'08 – Jan'19.

Job Profile

- Ø Seeking out new customers and sales opportunities for driving revenues
- Ø Build long term relationship with key contacts at target customers
- Ø Apply learnings and experiences to streamline sales process
- Ø Looking after corporate customers, rate quoting, booking foreign currency, booking value dates, collection of cheque, handling non receipts, amendments, cancellations based on customer's requests.
- Ø Generating leads from existing customers and onboarding them with our company after doing KYC, KYCC, and ECDD.
- Ø Liaise with following departments:-
 - Dealing Room - Quoting and blocking of rates
 - Fund Transfer Department - Processing of transactions
 - Accounts Department – Funding of accounts, Value Dates, Cheque realization and release of transactions.
 - Risk & Compliance Department – Strict adherence to our company, local and international authority policies, Documentation, onboarding, renewal for corporate customers.

IT Department –System issues.

Ø Supervises branch of 25 people in absence of Br Supervisor.

Exlservices.com, Noida - Worked as Advisor for IB Policy Processing from Feb'07 – July'08

Job Profile

Ø Sorting of the posts from UK and assigning them to the off shore teams and onshore teams based on the nature of work.

Ø Had to do Mid Term Adjustments in the current policies.

The Gold Palace & Resorts, Jaipur - Worked as Fr. Office Executive from Aug'05 to Oct'06.

Job Profile

Ø Supervision of all Front Office Assistants.

Ø Authorized for Foreign Currency transfers.

Ø Supervision of all Check-ins & Check-outs.

Ø Prepare MIS Report.

Ø Check Reservations & keep track of them for the whole year.

Ø Handles all local Reservations.

Ø Escort VIP's to their respective rooms.

Ø Co-ordinates with House Keeping and F & B Services for VIP amenities.

Ø Supervision of all Bell Boys.

Ø Roster all Front Office Assistants.

The Old Anchor, Goa - Worked as Sr. Front Office Assistant from Nov'04 to July'05.

Job Profile

Ø Supervision of all Front Office Assistants.

Ø Handles all local Reservations.

Ø Escort VIP's to their respective rooms.

Ø Co-ordinates with House Keeping and F & B Services for VIP amenities.

Ø Supervision of all Bell Boys.

Hotel Windsor, Patna - Worked as Front Office Assistant from Dec'02 to Oct'04.

Job Profile

Ø Check-ins & Check-outs.

Ø Handles Reservations.

Ø Reservation of Banquet Halls for Conferences & other activities.

EDUCATIONAL QUALIFICATIONS

Ø M.B.A (Finance) – Vinayaka University - 2014

Ø Bachelor's Degree in Hotel Management (B.H.M) – Bangalore university - 2002

Ø Intermediate in Science from Bihar Board (1999)

Ø All India Secondary School Examination from C.B.S.E. Board (1996)

PROJECTS UNDERTAKEN

In III year

Ø Operational Aspects of a three star hotel (Hotel Atria, Bangalore).

In II year

Ø Study on fast food.

Ø Study on college canteen.

Ø Project on appraisal of a three star hotel.

Ø Project on Market Feasibility & Financial Viability of a three star hotel.

PERSONAL PROFILE

Date of birth : 10th November 1981

Marital status : Married

Nationality : Indian

Hobbies : Listening to music, playing table tennis& chess, & travelling

Languages known : English. Hindi, and fair knowledge of French

Passport : R2422279

Permanent Address : Flat No:401, Abhishek Plaza, Exhibition Road, Patna-800001,Bihar.