GAURAV SINGH CHANDEL

RESERVATION SUPERVISOR

CONTACT

=971-505160734

gauravchandel210@gmail.com

Not applicable

Al Quoz Industrial Area 1 - Dubai, UAE

SKILLS

Time management

People assessment

Customer Service

Detail Oriented

Power BI

MS office

Reservation Management

Guest Service

Organized

EDUCATION

Master's in Business Administrator

Swami Rama Himalayan University

2017-2019

Speciality (Human Resource & Marketing)

Bachelor of Business Administration

O.M.I.T Rishikesh

2014-2017

Speciality (Human Resource & Marketing)

PROFILE

Extremely motivated to constantly develops my skills and grow professionally. I am confident in my ability to come up with good ideas to deal with any upcoming challenges on the professional front.

WORK EXPERIENCE

Reservation Supervisor

Dusit Thani Dubai

2023-Current

- Managing Reservations : Oversees the reservation system, ensuring all the bookings are recorded accurately, and availability is updated in real-time.
- Shift Leading & Mentorship : Lead a team of reservation agents, responsible for their training, scheduling to ensure smooth operation.
- Inventory Management : Monitor and manage inventory levels, and avoid overbooking situations.
- Quality Control : Ensuring that reservations made with correct information in order to reduce the error.
- Conflict Resolution : Responsible for resolving issues regarding double booking and guest dissatisfaction.
- Compliance : Ensure that the reservations processes comply with company's policies.
- Promotions : Promoting special packages and offer in order to get the maximum bookings.
- Communication : Keep the flow of effective communication in the team as well as with the guest and wit other departments in order to produce best possible result.
- Reporting and Analysis : Make and keep the reports for analytical view of the current situation on ADR and Room Occupancy.
- Monthly Reports: Keeping regular record of DTCM and Occupancy tally.

Reservation Agent

Dusit Thani Dubai

2021-2023

- Property Management System- Keeping records and handling good amount of data consisting guest's records with opera PMA
- Team Player- Ensure good productive result that leads to goal achievement for the entire team.
- OTA service- Provide great customer service on several online travel agency's portals and make sure that no point left unchecked.
- Shift leading dynamics- Learn, understand, and implement whatever is required to fulfill the different responsibilities as variation of task link to different shifts.
- Arrival Reconfirmation- Keep an close eye on each and every upcoming booking (Arrival time, guest names, transfer services, room rates, room type, contact details and much more)
- Attention to details- Check everything possible that float in the system through different platforms i.e.(rate codes, packages, payment instructions)

HR Consultant

Shutec

2019-2021

- Staffing- Understand the man power need of the organization and work on it accordingly with precise workforce planning.
- Employee Relations- Connect with the employee and try to address the conflict under the light of HR policies to ensure a good working environment.
- Change Management- Support organizational changes by channeling them to the employees in a correct manner.
- Compliance- Provide guidance on HR policies and procedures to ensure legal and ethical standards are met.
- Human Resource Technology- Update the new HR technology to systems in order to validate the current information technology.

Web Analyst

Gravity

- Content Optimization- Create a good content for the websites and try to meet the google standards.
- Search engine optimization- Place the rightful and most relevant keywords to ensure a eye catching and valid source of information on a blog.
- Social Media Advertisement- Creating posters for advertisement and promotion on multiple social media websites to gain more public attention.