

# Madhurika Talreja

✉ mayuritalreja89@gmail.com

📞 7828727276

📍 58, Palsikar Colony , Indore, 452007, India

## WORK EXPERIENCE

### Customer Relationship Management

Kimirica Hunter International LLP

07/2018 – 06/2020

India Leading Manufacturer of Luxury Hotel Toiletries.

Achievements/Tasks

- Increased customer satisfaction rate by responding quickly to customer needs and developing relationships with the customer.
- Prioritized customers' requests, ensuring that all last minute requirements were met
- Guided time sensitive measures for resolving difficult customer issues by directing research team, collaborating with Sr. Management, and negotiating settlements.
- Executed departmental efficiency processes which positively impacted profitability and customer satisfaction.
- Generated revenue by reducing fraud and servicing customers through analysis of their accounts, recommending changes, setting arrangements, and collecting payments.
- Asked open-ended questions to assess customer needs.

### Event Manager

Fun Republic Entertainments

08/2012 – 06/2018

Indore's leading event management company, Specialist in Celebrity Management.

Achievements/Tasks

- Created new marketing strategies with the goal of generating new opportunities for sales team.
- Organized all partner and client events such as dinners and social events for relationship building.
- Developed long-term business plan for each partner with the goal of generating revenue.
- Led site visits and pre-event meetings with clients to discuss the flow and overview of the event and identify any areas of concern.
- Synchronized all necessary departments to ensure all set ups and activities were executed in a timely manner.
- Processed post-event summaries, invoices, and critiqued execution of event for general client service satisfaction.
- Developed reports for Risk Management in the event of patron accidents.
- Collaborated with the Group Sales Department in actively selling the venue to prospective clients by attending networking functions, conducting site visits, and creating initial proposals.
- Managed social media strategy, branding and street teams to ensure event attendance.
- Collaborated with paid event sponsors to secure project deliverables and manage client relations.

## SKILLS

Business Process Improvement

Vendor Management

Sales Analysis

Strategic Planning

Communication skills

Multitasking

Initiative

Problem Solving Abilities

Ability to adapt

Ability to Learn

## VOLUNTEER EXPERIENCE

### Internship

EMDI Institute of Event Management

07/2011 – 12/2011

## QUALIFICATION

Post Graduation Diploma In Event Management (2012)

Graduation In Bachelors Of Business Administration (2010 – 2011)

12th MP Board (2007)

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency