

# AYUSHI VERMA



ADDRESS: 52/8 MURAI MOHALLA, CHHAVANI, INDORE [M.P.]

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High-energy student currently finalizing M.B.A in Travel and Tourism and prepared to contribute abilities to adopt various roles while further developing acquired skills and gaining real-world experience. Highly organized, responsible and well-versed in CRM. Positively impact in event operations with top-notch communication and critical thinking skills. Diligent advisor and councillor exercising competency in broad subject-matter counselling therapies, including substance abuse, grief and domestic violence. Knowledgeable in youth and adolescent development, including social, behavioural, emotional and cognitive strategies. Exhibiting expertise in costumer management and problem solving skills.

## EDUCATION:

- **MBA in Travel and Tourism**

*International Institute of Professional Studies, DAVV, Indore*

- **Bachelor of Commerce in Economics**

*Renaissance College of Commerce and Management, Indore*

- **Higher Secondary Certificate: Commerce**

*Bright Higher Secondary School, Indore*

## WORK DETAILS OF INTERNSHIP AT SOTC TRAVELS Ltd.

- Suggested various packages and amenities to guests, helping each find perfect accommodations to fit personal needs.
- Arranged for group hotel bookings in collaboration with sales department for weddings and special events.
- Answered incoming phone calls and developed friendly rapport with callers while answering questions, making recommendations and leading conversations to bookings.
- Managed online booking inquiries and assisted guests and travel partners with questions throughout entire booking cycle.
- Prepared customer invoices, accepted payments and processed refund and cancellation requests.
- Managed and closed reservation calls to increase bookings by maintaining strong knowledge of resort products, services and facilities.
- Utilized CRM to input all key data into hotel's database system.
- Provided follow through on all calls with confirmations and dissemination of requested information.
- Maintained excellent attendance record, consistently arriving to work on time.

- Informed clients of essential travel information, such as travel times, transportation connections, medical and visa requirements to facilitate quality service.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Increased customer satisfaction by resolving their doubts and issues.
- Developed team communications and information for various official meetings.
- Worked with odd customers to understand needs and providing them services accordingly.
- Handled 50 calls per day to address customer inquiries and concerns.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.

## **SKILLS**

- Meeting planning
- Team mentorship
- Volunteer Management
- Marketing and advertising
- Event sales
- Sponsorship development
- Digital marketing
- File management
- Marketing and promotions
- Customer service

## **CERTIFICATION**

- The Fundamental of Digital Marketing by Google Digital Unlock.
- The Certificate Course in Classical Dance (Kathak).
- The Certificate Course in Basics of Computer.
- Certificates of Event Management in College.

## **PERSONAL DETAILS**

- DATE OF BIRTH: 03-JULY-1997
- NATIONALITY: INDIAN
- LANGUAGE KNOWN: HINDI AND ENGLISH
- FATHER'S NAME: MR. ANOOP VERMA
- HOBBIES: DANCE, CYCLING, TRAVEL.

DATE:  
PLACE:

SIGN:

