

AKSHAY SHARMA



PROFILE

I would like to work for an organization which can enhance as well as improve my skills and develop knowledge to grow along with the organization. A fast learner who picks up new skills quickly, enthusiastic, motivated and a versatile person.

DATE OF BIRTH:

Oct 9th 1998

CONTACT INFO

PHONE:
+91-8920542870

EMAIL:
akki9oct@gmail.com

LANGUAGES

English
Hindi
Himachali

HOBBIES

Networking
Travelling
Athletics
Volleyball

WORK EXPERIENCE

Rover fly Travel Company, New Delhi, India

Travel Sale Executive (September 2025-present)

- ❖ Communicate with Customers to understand their travel requirements and recommend suitable packages.
- ❖ Handle Domestic and International travel inquiries professionally.
- ❖ Assist clients with Flight Bookings, Hotel reservations, and itinerary planning.
- ❖ Maintain records of customer interactions and follow up to ensure conversions.
- ❖ Provide accurate information on pricing, availability, and travel policies.
- ❖ Achieve sales targets through effective communication and customer service.

The Regent Palms Hotel, Mandi, Himachal Pradesh, India

Front Office Associate (October 2020-September 2025)

- ❖ Oversee the daily operations of the front office, including reception, reservations, and concierge services, ensuring efficient and guest-focused service delivery.
- ❖ Implement and maintain front office procedures, policies, and best practices to optimize operational efficiency and enhance guest satisfaction.
- ❖ Successfully manage room reservations, ensuring accuracy, and maximizing room occupancy and revenue.
- ❖ Address guest concerns and requests promptly, resolving issues to ensure a positive guest experience and repeat business.
- ❖ Contribute towards a positive and motivated work environment, promoting teamwork, staff development, and a culture of excellence.

EDUCATION

Bachelor of Vocation - Hospitality & Tourism, VGC Mandi, HP, India

(2022- present)

- ❖ Cleared the skill component of B.VOC for the role of **Front Office Associate (THC/Q0102)**
- ❖ Conforming to National Skill Qualification Framework level 4

XII (HP board), GSSS, Makreri, Joginder Nagar, HP, India

(2016), Percentage: 56.6%

X (HP board), GHS, Ali Pabo, Joginder Nagar, HP, India

(2014), Percentage: 48%

SKILLS

- ❖ Excellent leadership and team management abilities.
- ❖ Strong customer service and interpersonal skills.
- ❖ Proficient in hotel management software and reservation systems.
- ❖ Exceptional problem-solving and conflict resolution skills.
- ❖ Attention to detail and commitment to maintaining high standards.
- ❖ Ability to work under pressure and meet deadlines.

ACHIEVEMENTS / AWARDS RECEIVED

- ❖ Participated and won many championships of volleyball at district and inter-school level.