



LAKSHAY NARULA

Employed at family business

I am an educated and experienced professional in hospitality industry. I have turned into an entrepreneur who has started a new venture and has worked with the family business also. I am a committed and dedicated professional who possesses the drive to overcome challenges and achieve results



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F-2/32, Krishna Nagar, Delhi, India

SKILLS

Vendor mangement

Client communication

Business development

Management skills

Inventory management

Staff management

LANGUAGES

Hindi



English



INTERESTS

Travelling, Swimming, Trekking

WORK EXPERIENCE

Business Manager

Softy Bar, Delhi

Delhi

01/2015 - Present

Achievements/Tasks

- Recording orders and delivering consignments; Managing and developing staff; Inventory management; Collection and recovery of payment; Client engagement and grievance management; Marketing and public relations

Founder and Manager

Fairmart Sales Pvt. Ltd.

Delhi

01/2016 - 01/2017

Achievements/Tasks

- Developing and managing online sales channels; Designing and implementing marketing campaigns through social media and other platforms; Lead generation and dealer development; Vendor management and development of website, market collaterals, packaging

Summer Intern

Hyatt Hotel, Pune

Pune

07/2014 - 09/2014

Achievements/Tasks

- Practical experience of Indian and Pan Asian cuisine; Learning laundry and room cleaning services; Food serving and table set up

Reservation Sales Associate

Praxis Services Pvt. Ltd.

Gurgaon, NCR

02/2019 - 05/2019

Achievements/Tasks

Helped customers at hotels and resorts about services and products, local attractions and provided information to help customers plan their trips; managed various stakeholders for group bookings and payment collections.

Hotel Manager

Oravel Stays Pvt Ltd. (Oyo)

06/2019-10/2019

Achievements/Tasks

Auditing of empanelled property for Oyo and quality assurance of service level for the customers and guests. Onboarding of newer properties to help them achieve their maximum potential in terms of infrastructure, service delivery and customer satisfaction.

Sales Executive

Global Corporate Tour

12/2019-02/2020

Achievements/Tasks

Leading a sales team and crafting value added travel deals; leveraging customer relationships to achieve volume and value targets; liaising with multiple vendors to create delightful experience for customers; planning and managing special programs for group/ bulk bookings.

EDUCATION

Bachelor's degree, Hotel management, Year 2 Institute of Hotel Management and Catering Technology

Bangalore

07/2013 - 01/2015

"Courses

L Learning basics of Front Office management and guest handling; Learning different types of food preparation and service; Exposure to various departments of housekeeping.

Higher Senior Secondary (Class 12) Vivekanand School, Anand Vihar

Delhi

04/2012 - 03/2013

"Courses

Scored 60+ in CBSE board examination;
Specialised in commerce stream