

Piyush Sharma

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EDUCATIONAL BACKGROUND

MBA	Sikkim Professional University, Sikkim, India	68.1%	2021-23
B.Sc (H&HA)	IHM, Bathinda, Punjab, India	78.8%	2018-21
HSC	GBSSS, Delhi, CBSE	84.4%	2017-18
SSC	SKV, Delhi, CBSE	87.4%	2015-16

EXPERIENCE

Tarc India	Executive – CRM	July 2024 - Present
Roles & Responsibilities	<ul style="list-style-type: none">Ensure customer-centric engagement through consistent service delivery and communication across all channels.Ensure customer-centric engagement through consistent service and multi-channel communication.Drive revenue growth and meet collection targets via loyalty and referral programs.Maintain accurate documentation and comprehensive customer interaction records.Resolve queries proactively, reducing escalations and improving satisfaction.Collaborate with stakeholders and adopt best practices to enhance service quality.	
The Grand (Unison Group)	Management Trainee – Front Office	July 2023- June 2024
Roles & Responsibilities	<ul style="list-style-type: none">Proficient in hospitality training, daily sales reporting, and store inventory management.Enhanced guest experience through daily sales reporting, upselling, leading to a 7% increase in revenue.Managed 100+ guest check-ins/check-outs daily, handling issues with 99% accuracy in OPERA billing, including night audits and airline layover processing.Adept in conflict resolution, employee attendance management, OTA & social platform feedback management, and cash handling.	

ACADEMIC PROJECTS

Organizational Behaviour	<ul style="list-style-type: none">Interviewed stakeholders of AMRI Hospital, Kolkata for collection of primary data and collected secondary data from web to analyze the organization's perception of AMRI Hospital.Concluded that despite having the strong pool of advanced medical facility around the nation, the general perception of AMRI hospital is very bad due to its medical negligence.
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POSITIONS OF RESPONSIBILITY

Sikkim Professional University, Sikkim, India	Senior Coordinator, Cultural (Kalakriti) committee	August 2022 – December 2022
	<ul style="list-style-type: none">Conducted 5+ cultural festivals at Sikkim Professional University within the budget constraints and organized several competitions for 180+ external students during II Sikkim Professional University annual fest.Conducted cultural webinar, quiz and article writing competition under the MHRD initiative “Ek Bharat Shrestha Bharat” in association with IIM Nagpur to inculcate cultural association and exchange of cultural knowledge between the two Institution.	

CERTIFICATIONS

CBRE	• Certified in Commercial Real Estate & Facilities Management	2024
BCG	• Certified in Strategy Consulting Job Simulation	2024
City of Moreton	• Certified in online course of “ Customer Support ”	2022
JP Morgan Chase	• Certified in online course of Corporate Analyst Development Program .	2022
Accenture	• Certified training in “ Strategy Consulting ”	2022

ACHIEVEMENTS & INTERESTS

Academics	<ul style="list-style-type: none">Excellence Award – G20 at The Grand – Unison Pvt. Ltd. (October 2023)Top Performer – The Leela Palace New Delhi (Guest Service Excellence, February 2023)Winner of Food & Beverage Production Competition, IHM Bathinda (April 2019)	
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KEY SKILLS

- Microsoft Office Proficiency:** Word, Excel, PowerPoint, Visio
- Hospitality Software Expertise:** OPERA, OnQ, VMS, Sell.do
- Project Management:** methodologies, KPI development, MIS procedures
- Client Relationship Management (CRM), Sales Techniques, Business Development**
- Strong in **communication, problem-solving, and customer engagement.**