

CURRICULUM VITAE

SHIKHA KHATRI

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PERSONAL STATEMENT:

I am an outgoing, dynamic professional who has a relentless drive to deliver more than just results. I have the ability to lead, multi-task and make sound decisions in a fast-paced environments. I am a self-motivated individual with a positive approach and high ethical values. I have an ability to lead and motivate others while delivering effective results.

PROFESSIONAL BACKGROUND:

- Successfully completed my **B.Sc in Hospitality Management** from **Institute of Hotel Management, Meerut**.
- Successfully completed Tourism from **Indira Gandhi National Open University (IGNOU)**, New Delhi.
- Successfully completed my senior secondary in **CBSE Board** with **Non Medical Subjects** and **Scored 94 %**.
- Completed my Secondary in **CBSE Board** with **General Subjects** and **Scored a CGPA of 9**.

PROFESSIONAL EXPOSURE:

- **THE OBEROI AMARVILAS, AGRA – Vocational Trainee**
 - 8 Weeks of Vocational Training (10th May 2016 – 10th July 2016) in **Food & Beverage Service Department, Sales, Front Office & Accommodation Operations**.
- **THE OBEROI UDAIVILAS, UDAIPUR - Industrial Trainee**
 - 17 Weeks of Industrial Training (30th Dec 2016 –14th April 2017) in **All The Core Departments**.
 - Successfully completed SOAR PROGRAMME of **The Oberoi Group**.
 - Recognized as the **Best Trainee – Front Office**.
 - Received a pre placement letter for **OCER PROGRAMME**.
- **RANN UTSAV RANN OF KUTCH, GUJARAT – Senior Event Coordinator** (05th September 2016 – 20th December 2016)
 - Plan and execute pre-event and post-event operations.
 - Review events at the beginning of the work for discrepancies, conflict or question.
 - Supervise and manage crew while on premises.

- **BROADWAY IN MEERUT (Unit of Posh Hospitality Pvt. Ltd.) - Assistant Manager - Front Office (3rd May 2018 – 15th September 2019).**
 - Was responsible for hiring, training and coaching associates regarding front office knowledge.
 - Responsible for the managing the front desk and concierge services.
 - Efficiently and effectively managing the guest concerns and has a solid customer approach.

- **J R D GROUP OF HOTELS – Assistant Manager - Front Office (1st October 2019- 5th Feb 2021)**
 - Ensure all arriving and departing guest are treated with maximum courtesy and are served expeditiously the front office.
 - Maintain highly motivated and trained staff that continually strives for personalized, quality service and creation of memorable guest experiences.

CO – CURRICULAR ACTIVITIES AND KEY ACHIEVEMENT:

- **Third commerce Topper [class 12th] of Meerut Public School, Meerut.**
- **Secured 1st Position in BSC HHA 1st year in NCHMCT Exam.**
- **Third position in All India Senior School Certificate Examination 2015.**
- Participated in art and painting competition at SNVP Meerut.
- Won The Late Mrs Santosh Roy Trophy for The Noblest Heart 2008 2009.
- Secured Second Position in Long Jump (juniors) in 2010-2011.
- Participated in Hindi Kavya Path Pratiyogita at Delhi Public School.
- Participated in the 3rd Environment Competition held on 23 December 2007 in Western UP.
- Secured Meerut Genius Certificate on 20th June 2015.
- Achieved Headmaster's Commendation for Academic Progress from 2004-2010.
- Achieved the certificate for 'loving nature' in 2004.
- Completed IT Training Conducted by TATA Classedge & Dell.

KEY COMPETENCIES AND SKILLS:**PROFESSIONAL**

- Able to take responsibility in emergency situations.
- Highly Adaptable; thrive on challenges and excel in new environment.
- The ability to understand the customer and serve the needs of the customer.
- Able to quickly establish relationships with everyone & Ability to lead a team.

PERSONAL

- A Determined Person with Sedulous Nature.
- Good at Planning and Organizing various tasks and events.
- The ability to create and encourage an environment of respect and mutual trust.
- A Good Listener & Self-Starter with an accurate and detail oriented work ethic.

PERSONAL DETAILS:

Father's Name: Mr. Chandra Prakash

DOB: 29/07/1996

Nationality: Indian

Languages Known: Hindi
English

Passport No.: P2118261

Height: 5'4' **Weight:** 50 Kg