

# Curriculum-vitae

## VIVEK GUPTA

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### Career Objective

To work with a professionally managed enterprise and take up challenging assignment with greater responsibilities and successfully have the target and job satisfaction and work in a challenging and dynamic environment at give me scope to learn,allowing me to develop my skill.

### PROFESSIONAL QUALIFICATION

- Completed Hospitality travel and customer service(HTCS Diploma course in 2016-2017 from frankfin institute of air hostess training.(Rajouri garden)
- DIT advance computer level course in lal bahadur shastri institute in 2014-2015.

### Educational Qualification

- MBA in Retail management from NMIMS Mumbai.
- Completed B.A.Programme from Delhi University in 2020
- In 2016 done12th from Kamal model sr sec school (CBSE) BOARD
- In 2014 done high school from Kamal model sr sec school (CBSE) BOARD

### Experience

- Working apple channel play limited as Brand Ambassador
- Worked with Unicorn info solutions Pvt Ltd (Apple Reseller)as a Sr sales executive
- Worked with BHUTANI infra as a Bussiness Development Manager
- Worked with Radisson Blu hotel Dwarka as a Guest Service Assistant

### **Roles and Responsibilities in APPLE SEPT 2024-till date**

- Ensure high levels of customer satisfaction through excellent sales service.
- Assess customers needs and provide assistance and information on product features.
- Follow and achieve department's sales goals on a monthly basis
- Team up with co-workers to ensure proper customer service.
- Build productive true relationship ships with customers.
- Coordinated marketing campaigns, including social media, email, and

### **Roles and Responsibilities in unicorn july 2021-till date**

- Ensure high levels of customer satisfaction through excellent sales service.
- Assess customers needs and provide assistance and information on product features.
- Follow and achieve department's sales goals on a monthly basis
- Team up with co-workers to ensure proper customer service.
- Build productive true relationship ships with customers.
- Coordinated marketing campaigns, including social media, email, and
- content marketing, resulting in a 20% increase in website traffic
- Maintain MIS reports daily, weekly and monthly basis.
- ensure good levels of customer satisfaction.

### **Roles and Responsibilities in Bhutani March 2019 june2020**

- Explained property details to customers, ensuring clear and effective communication.
- Demonstrated a high level of self-motivation, consistently achieving and exceeding sales targets.
- Utilized strong negotiation skills and effective problem-solving abilities to close deals and address
- client concerns.guest Service Assistant

### **Roles and Responsibilities in Radisson blu Sept.2017-2019 Jan.**

- Welcomed guests warmly, providing a friendly and memorable first impression.
- Handled guest inquiries, requests, and complaints professionally and efficiently, both in person and via phone or email.
- Maintained up-to-date knowledge of hotel facilities, services, pricing, and promotions to provide accurate information to guests.

### **KEYSKILLS**

- Able to work with team.
- Good in customer handling & Good convincing power.
- Good knowledge in excel, word, ppt etc.

### **Personal Information**

Father name :Mr Pannalal Gupta

Date of Birth :20<sup>th</sup> january 1999

Strengths :Calm Nature and multitasking

Religion : Hindu

Gender : Male

Marital Status :Married

Vision : Normal

Languages Known. :English &Hindi

Hobbies & Interests : Music , Reel making , Travelling

Place: Delhi

Vivek Gupta