

Harjeet Kaur

Events & Groups Sales Executive

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Languages

English

About

Postgraduate International Project Management Student at Coventry University London. Possesses knowledge and understanding of the project management life cycle including risk management, project planning, Critical path analysis, Time management & Teamwork and Leadership. Demonstrable experience in marketing and customer relationship management / customer service within the travel and consultancy industry. Now actively seeking part time jobs in management.

BRANDS WORKED WITH

ECD Zone

Glh Hotels management, The Claremont hotel

Guide JEET TRAVELS

Experience

● Sales Executive- Groups Meeting & Events

Glh Hotels management, The Claremont hotel | Aug 2023 - Now

- Accountable for reactive event sales.
- Responding event enquires via telephone, email and in- person.
- Organizing show- round of the event spaces and hotel site visits for prospective clients.
- Planning, organizing, and overseeing the success of the events.
- Building and maintaining the relationship with key accounts.
- Networking
- Assisting with the coordination of the sales team-meeting and briefing.

Meeting & events operations team member

● Meeting and events team member

Glh Hotels management, The Claremont hotel | Oct 2022 - Jul 2023

- Began as a six-month intern and will continue to be a part of the meetings and events team until August 2023. 156 years old luxury hotel, 1 breakfast room, 1 restaurant, 1 bar, 9 meeting & events rooms, 1 ballroom.
- Interacting with clients to better comprehend needs and meet deadlines.
 - Collaborating with team members to achieve target goals.
 - Managing schedule by using excellent planning and coordination skills.
 - Acquiring goals through effective prioritization and consistent work ethic.
 - Building a maintained courteous and effective working relationship.
 - Identifying issues, analyzing information, and providing solution to problems.



● Content marketing intern

ECD Zone | Jun 2020 - Aug 2020

- Founded in 2009, specialize in engineering & management consulting in areas including Technology consulting, Mentoring, Strategy and Social Engineering.
- Contributed towards content marketing and digital marketing on various social media platforms such as Facebook, Instagram, Twitter.
 - Created blog management to execute the content marketing.
 - Responded to comments, repost user content, show support for a cause, and provide helpful recourses to customer engagement.

● Tour Co-Ordinator

Guide JEET TRAVELS | May 2016 - May 2019

- A local travel agency providing Tour & Travel needs in North India includes tour packages, hotel booking, Air ticket. Approved by Inbound Tour Operator by MOT, Govt of India, TAAI & IATO member.
- Administrated business and tourism consultancy opportunities, specifically in North India
 - Explaining travel deals and amenities to clients who are unsure or new to using an agency.

- Supporting company customer retention by answering incoming customer care calls with the intent of preserving the customer relationship and assisting hotel members.
- During peak seasons and national festivals dealt with 40-50 customer queries per shift

Education & Training

- 2023 ● **Coventry University**
International Project Management (Extended,
- 2021 ● **AMRITSAR GROUP OF COLLEGES**
Master of Business,
- 2016 ● **SSSS College of Commerce for Women, Mall Road Chowk**
Bachelor of Commerce (B.com),