

Sachin Mishra

Senior IT operations administrator

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Languages

Hindi

English

About

With a solid foundation in customer service and sales from my role as a Reservations Sales Agent, I have mastered client relations, complaint handling, and upselling. My experience ensures high levels of customer satisfaction and increased revenue. Fluent in basic English and Hindi.

BRANDS WORKED WITH

Praxis Services Pvt Ltd.

Wipro

Experience

● Benefits Operations Administrator

Wipro Private Limited | Jan 2022 - Jan 2024

- As a benefit operation administrator I was directly dealing with clients regarding our daily tasks and duties.
- I used to manage an organization's employee benefits programs as a Benefits Operations Administrator, making sure that every employee received what they were entitled to.
- Working with both benefits providers and employees, the benefits administrator is in charge of the administrative duties related to managing employee benefits.

● Senior Reservation Sales and Customer Success Associate for hotel chains

Praxis Services Pvt Ltd. | Jan 2019 - Nov 2021

- I was in charge of managing the Neemrana group of hotels' reservations.
- Handling bookings, inquiries, cancellations, amendments, and any other queries regarding any hotel out of 14 Neemrana hotels.
- I was also handling any visitor feedback for our staff.
- Successfully increased revenue by strong upselling, negotiating and sales skills.
- I used to handle any guests who might have had an unpleasant experience during their booking or stay.

Education & Training

● Hertfordshire Business School

Master of Business Administration,

● Janta Inter College

Bachelor of Commerce,

2015

● Theosophical Inter College, Etawah

12th,

2012

● Theosophical Inter college

10th,