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## NEHA KAPOOR BHATIA

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**Mob: 00973 33302003**

**E-mail: [kapoornehaa2@gmail.com](mailto:kapoornehaa2@gmail.com)**

**Bahraini Driver's License: 870956353**

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Looking for an opportunity to perform an exciting role in Sales and Marketing or as a coordinator in your company to enhance and use my skills and talent.

### **Skills**

- Very energetic, hardworking and enthusiastic with excellent written and verbal communication skills
- Sales person with the proven track record of Business Development
- A pleasing and presentable personality with the team work, leadership and result oriented qualities
- Knowledge of the media and market like upcoming technologies, new strategies, etc.
- Strong internet and PC skills

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## **PROFESSIONAL EXPERIENCE:**

### **Social Media Marketing Coordinator – Dec 2017 - present**

#### **Touch Media Group**

- Making social media marketing plans and conducting meetings with clients
- Organizing and handling social media accounts
- Working on social media projects
- Handling marketing department, looking all aspects of work in all fields like finance, collection payment, sales etc.
- Generating business through leads for Social Media marketing, events, website developments
- Going for sales call also
- Handling all clients' accounts individually
- Working and coordinating with team (designers, production, IT, Videographer)

### **Media Sales Executive – Sept 2016 – Nov 2017**

#### **Room 32 Events and marketing Company / SPAC**

- Generating business through leads for Social & Print Media marketing, events, website developments
- Organizing and handling events
- Working on social media projects
- Giving solutions for advertising / marketing
- Making campaigns
- Creating art works with help of art designers
- Responsible for developing relation with the decision maker through client meetings
- Generate new business leads and creating advertising solution
- Identify and understand the trends with client and meet target revenue
- Introduce new ideas and strategies with senior executives to demonstrate how company can drive revenue for clients
- Responsible for pitching new business to direct clients and advertising agencies

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### **Front Office/ Guest Relations Executive- August 2015- August 2016**

#### **The S Hotel, Bahrain.**

Adaptable Front Desk Receptionist/ Guest Relations Executive with experience of success in providing exceptional customer service.

Experience in managing all facets of front office administration, including handling multi-line

phone systems, managing guest check in and checkouts, Front office cashier and maintaining reception and waiting areas.

Hands-on skills in using hotel's property management system.

**Responsibilities:**

- Received guests on arrival with a friendly manner
- Efficiently deal with check-out of guests
- Deal with advanced reservations, took bookings and fulfilled particular requirements
- Operated the switchboard, messages and enquiries in an disciplined manner
- Posted all transactions to make sure that all bills are kept up-to-date
- Prepared the cash for bank delivery and ensured that all floats are accurate at the end of shift
- Prepared cash float accurately at the end of the shift and giving hand over on daily basis
- Looking after guests needs
- Ensuring guest have a pleasant stay
- Making reports like glitch report and try to solve it then and there
- Taking feedbacks from the guest at the time of their departure
- Listening and solving guest complaints

**OTHER WORK EXPERIENCE**

**Student Relationship Manager, December 2013 – September 2014**

**Abroad Education Consultants India.**

- Counseling students about various aspects of abroad education
- Guiding and suggesting them in taking decision to study abroad
- Guiding them for VISA
- Helping them understand abroad cultures

**Guest Assistant Manager May 2013 – November 2013**

**Swiss Chalet Restaurant, Canada.**

- Worked under extreme challenges and came up to the expectations of my Managers by acknowledging their work cultures with their recipes
- Handled the guest by providing satisfactory services
- Managed the kitchen and service staff with utmost efficiency

**Sales and Marketing Head - January 2012- April 2013:**

**Victoria Cookwell Specialties PVT. LTD. India**

- Expand Business & conduct meetings with clients
- Sales of company products
- Brand marketing
- Started a project with the concept of kitchen less restaurant

**Asst. Manager in PIZZA HUT (India) September 2009- July 2011**

**Devyani International Pvt. Ltd.**

- Managing all the employees with great efficiency
  - Coordinated and managed smooth execution of special events (birthday parties, socials, etc) scheduled in the restaurant
  - Provided training to new employees
  - Managing smooth day to day operations
  - Full understanding of company work ethics, procedures and operation
  - Cash handling
  - Making roaster for the whole staff
  - Use to reward employees like employee of the month and celebrate birthdays of team members to keep them motivated
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### **Other Work experience and Trainings**

#### **Thistle Hotel, Liverpool, London. 1 July 2006 – 1 July 2007:**

- Front Office
- Food and Beverage
- Production
- Housekeeping
- Room Service
- Banquets
- Sales and Marketing

### **Graduation**

DELHI UNIVERSITY, India  
Bachelor of Commerce, 2009

IIMT Gurgaon, India, Degree affiliated to Oxford Brookes University  
Bsc. Hons. Degree in Hotel Management, 2009

**Date of Birth:** 28<sup>th</sup> September 1987

**CPR No.** 870956353

**Bahraini Driver's License:** 870956353

**Marital Status:** Married

**Indian Passport Holder**

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● Portfolio on Request ●