

# 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

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- 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),