

## **Ms Kalpana Rawat**

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### **Professional Summary:**

Experienced in Operations , Sales & Marketing , Customer Service & Aviation Security with a demonstrated history of working at the airport , travel & tourism industry , media house and hospitality industry. Skilled in Front office Management and Hotel Room Operations, Customer care management, and Retail customer service. Proven track record in increasing membership sales and enhancing customer satisfaction. Adept at handling service-related issues, complaints, suggestions, and grievances, and effectively raising them with management. Extensive background in Aviation at airport and Sales, Customer Care, Retails and Airport advertising.

### **Professional Experience**

#### **Current Job Role at - Transtadia Pvt. Ltd (Eka Club)**

Senior Manager - Operations and Club Sales.

April 2021 – Present

#### **Front Office:**

- Oversee all front office management, staff allocation & roster and team management, operations to ensure seamless service delivery.
- Suites guest relationships & grievance management.
- Coordinating with marketing team to promote suites across social media and digital Platforms

#### **Membership Sales:**

- Drive Club sales by promoting and selling club memberships, contributing significantly to business growth. Best performer throughout the tenure.
- Prospect venue show around and membership closure
- Form filling and other formalities
- Payment clearance
- Provide all details to Finance team
- Member on boarding
- Following up on non-payment of EMI cheques

#### **Customer Care:**

- Taking care of Customer Care department solely, addressing service-related issues, compliments, complaints, suggestions, and grievances, and escalating them to management as necessary.
- Responding and bring closure to EKA Club member query, suggestion and grievance e-mails on club official id and in person.
- Coordinating with all concerned departments and responding to member requirements.
- Member communication (in coordination with IT)

**Retails Co-ordination:**

Handle Retail Customer interactions, ensuring high levels of satisfaction and repeat business.

- Develop and implement strategies to enhance customer experience and operational efficiency.
- Co-ordination with retail partners in resolving their issues, involving SETS.
- Co-ordination with retail partners during Eka events where their operations get impacted.
- Help accounts to resolve delayed payment of rentals/CAM charges by retailers.

**Past Experience****1) Khushi Ambient Media**

**Business Development Manager - Airport Advertising Marketing**

**August, 2019 – June, 2020**

- Developed and implemented marketing strategies to promote airport advertising.
- Managed client relationships, ensuring high levels of customer satisfaction.
- Negotiated and closed advertising deals, contributing to revenue growth.
- Coordinated with airport authorities and other stakeholders to ensure smooth operations.

**2) JetAirways I Pvt.Ltd.**

**Sales & Marketing**

**September, 2011 – August, 2019**

- Led sales initiatives, achieving and exceeding targets.
- Developed and maintained relationships with key clients and partners.
- Implemented sales strategies and promotional campaigns to drive revenue growth.
- Conducted market research to identify new business opportunities.

**3) JetAirways I Pvt.Ltd**

**Airport Handling including Security and Customer Care .**

**September, 2000 – September, 2011.**

- Managed airport operations, ensuring efficient handling of flights and passengers.
- Supervised customer care teams, addressing passenger issues and ensuring a high standard of service.
- Coordinated with various departments to ensure smooth airport operations.
- Implemented customer service improvements, enhancing the overall passenger experience.

**Key Achievements:**

- Successfully achieved membership sales targets by 100%, through targeted marketing and customer engagement strategies.
- Improved customer satisfaction by streamlining complaint resolution processes.
- Implemented new operational procedures that reduced customer wait times and increased service efficiency.
- Achieved targets in airport advertising marketing at Khushi Ambient Media.
- Consistently exceeded sales targets at JET AIRWAYS, leading to recognition as top-performing sales manager.

**Skills:**

- Operations Management
- Sales and Business Development
- Customer Care Management
- Retail Customer Service

- Complaint Resolution
- Membership Sales
- Strategic Planning and Implementation
- Team Leadership and Training
- Excellent Communication Skills
- Pleasing Personality
- Airport Operations
- Advertising and Marketing

### **Education:**

Bachelor of Commerce (English Medium) in the year 2000.  
Specialization in Advance Accountancy & Auditing

### **Certifications:**

- International Award for young people July 1999 (The Bronze Standard) HRH. The Duke of Edinburg (Chairman International Award Association)
- NCC 'Basic Leadership with Army' (October 1998, Delhi Cantt.)
- NCC 'National Integration Camp' (January 1998, Pondicherry)
- NCC Best Cadet, Awarded with Rs. 1000/- (Rajkot Group, 1999)
- NCC Annual Training Camps (5) with Army
- 'Leadership 2000' Certificate (Rajkot Greater Chambers)
- Computer Training 'Aware' – (Aptech Computers)
- Type Writing Training April-95 (Gita Commercial Institute, Rajkot)
- Letter of Credit by Director Gen. of Police, Gujarat State.
- Driving - Light Motor vehicles + two wheelers D.L. No.:Rajkot 257947/03

### **Professional Development:**

Recent Workshop - Artificial Intelligence in the Workplace (July, 2024)

### **Languages:**

- English
- Gujarati
- Hindi

### **References:**

Available upon request.