

## **Sheetal Trikha**

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Dwarka, New Delhi  
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### **Career Objective:**

To advance my professional career while being part of world class company. I seek to enhance my skills by being part of a larger organization and also want to contribute to organization's growth with my endeavors.

### **Key Skills:**

- Excellent communication Oral & written.
- Expertise in preparing MIS reports.
- Exceptional Organizational Skills i.e. Time management.
- Multitasking.

### **Professional Experience:**

**From Oct,2020-Till Date:- HP India (Under Qness Corp) – Quality Delivery Coordinator**

**From Sept, 2017- Currently on Furlough: - Liberty International Tourism Group  
Project Manager**

- Act as the point of contact for the management among executives, employees, clients and other external partners
- Manage schedules, calendars, travel management and communication
- MIS Reports - Prepare weekly, monthly or quarterly reports
- Checking Emails & follow-ups on emails
- Facilitates cross- divisional coordination
- Format information for internal and external communication - memos, emails, presentations, reports
- Co-ordination with leadership for any communication.

**From June, 2016 – July, 2017 : - Dnata International – Emirates Group.  
Sr. Tour Consultant in Emirates Holidays**

- Handled VIP clients through various channels – Retail, implant, and corporates.
- Well versed in managing office affairs.
- Taking care of tasks of VVIP corporate clients.
- Well versed in Vendor management.
- Strong background in hotel reservations.
- Expert level knowledge of Inventory control System & Reservation system (All online portals & Amadeus).
- Well versed in implementing in accounting and day to day operations.

**2010 - Sept 2015 (05years)**

Sr. Executive Tour Operations

**Onkar Infotech – Southall Travels (UK Based Travel Company)  
Travel Company (Caters to British outbound market)**

- Strong background in hotel reservations.
- Handling Tour Packages
- World wide Excursions
- Expert level knowledge of Inventory control System & Reservation system.
- Customer service / relations
- Direct contracting with Hotel chains like Kerzner, Accor, Movenpick, Madinat-Jumeirah, Jebel-ali etc.
- Visa
- Dealt on daily basis with reservation engines i.e.: Hotelbeds, TravelQ, Dotw, Bedhotels, Expedia etc.
- Well versed in implementing in accounting and day to day operations
- Coordinating with Sales force & hotel sales on daily queries.

**2009 - 2010 (01year) (New Zealand)**

Customer relations

**Puzzling World, Wanaka - New Zealand  
Recreational Centre & Sports activities**

**2006 - 2009 (03 years)**

Executive Tour Operations

**Onkar Infotech – Southall Travels (UK Based Travel Company)  
Travel Company (Caters to British outbound market)**

**2005 - 2006 (01year)**

Travel Co-ordinator

**Journeymart.com New Delhi (Online Travel Company)**

**Educational Qualifications:-**

PGD-Tourism - IITTM, New Delhi (Under Ministry of Tourism)

Graduate - History Honours, University of Delhi (Miranda House)

I hereby admit that above all information is authentic & best of my knowledge.

**Sheetal Trikha**