



Anchal Mishra

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● ABOUT ME

Experienced and result-oriented Customer Experience Manager with over 12 years of proven expertise in hospitality, travel planning, guest relations, and business operations. Adept at handling high-pressure environments with professionalism and empathy, I have successfully led restaurant operations, managed hotel services, and delivered customized travel solutions through organizations like Thomas Cook and The Park Hotel. Known for my strong communication skills, client-first approach, and efficient multitasking, I bring a deep understanding of customer needs, operational excellence, and team leadership. With a diploma in Aviation & Hospitality Management, I'm committed to delivering memorable service experiences and optimizing every customer touchpoint.

● WORK EXPERIENCE

 **THOMAS COOK** – KOLKATA , INDIA

TRAVEL BUSINESS ASSOCIATE – 06/2024 – CURRENT

Responsible for comprehensive travel planning and coordination.
Research and book flights, accommodations, transportation, and activities.
Ensure arrangements align with client preferences and budgets.
Handle customer inquiries and provide travel advice.
Manage post-trip follow-ups for client satisfaction.
Maintain strong relationships with suppliers for favorable rates and deals.

 **YUMMY NYC** – KOLKATA , INDIA

OWNER/MANAGER – 07/2016 – 09/2023

Directed operations at YUMMY NYC restaurant for, maintaining high service standards.
Oversaw staff, inventory, and food safety with precision.
Expert in hiring, inventory management, and equipment upkeep.
Mastered budgeting, payroll, and day to day business management.
Cultivated lasting client relationships, driving repeat business and referrals.

 **THE PARK, APEEJAY** – KOLKATA , INDIA

AIRPORT ASSOCIATE – 01/2014 – 02/2016

Represented The Park Hotel as an Airport Associate, ensuring a seamless guest arrival experience. Provided seamless guest arrivals at The Park Hotel as Airport Associate.
Cultivated strong relationships with airport authorities for guest satisfaction.
Specialized in VIP guest transportation and service excellence.
Managed flight information for enhanced customer satisfaction.
Provided valuable feedback to improve passenger experience and streamline operations.



HOTEL MANDALA – DARJEELING, WEST BENGAL , INDIA

HOTEL MANAGER – 01/2011 – 12/2012

Managed HOTEL MANDALA, Darjeeling, overseeing staff and budgets.
Led recruitment, training, and event planning.
Addressed customer concerns and implemented marketing strategies.
Established a positive work culture promoting teamwork and morale.

HDFC – KOLKATA , INDIA

FINANCIAL CONSULTANT INSURANCE AGENT – 01/2010 – 01/2013

Specialized in insurance sales and financial consultation for HDFC STANDARD LIFE.
Built positive client relationships and provided expert guidance.
Facilitated claim processing and informed clients about policy specifics.
Developed comprehensive financial plans to achieve client goals.
Increased satisfaction with personalized financial advice and investment recommendations.

THE SPRING CLUB – KOLKATA , INDIA

FRONT OFFICE ASSISTANT – 09/2007 – 03/2008

Managed front office operations, scheduling, and administrative tasks.
Provided a welcoming environment for visitors and handled inquiries efficiently. Organized calendars, maintained office supplies, and managed expenses. Processed financial transactions accurately, enhancing customer satisfaction. Handled inquiries and concerns promptly, boosting front desk efficiency.

● **EDUCATION AND TRAINING**

06/2010 – 07/2013 Meerut, India

BACHELOR OF ARTS ENGLISH SHOBHIT UNIVERSITY

06/2007 – 06/2009 Kolkata , India

SENIOR SECONDARY SCHOOL EDUCATION NATIONAL INSTITUTE OF OPEN SCHOOLING

06/2006 – 06/2007 Kolkata , India

DIPLOMA-AVIATION SERVICES & HOSPITALITY MANAGEMENT AIR HOSTESS ACADEMY

04/1993 – 05/2003 Patna, Mokama Ghat, India

SECONDARY SCHOOL EDUCATION KENDRIYA VIDYALAYA

● **LANGUAGE SKILLS**

Mother tongue(s): **HINDI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
GERMAN	A1	A1	A1	A1	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user



● SKILLS

booking tourism software | Guests relations | Proficient in multitasking | manage teamwork | plan social media marketing campaigns | communication | check travel documentation | check passenger tickets | manage time | use communication techniques | use microsoft office | plan events | solve problems | manage guest support services | liaise with guest facilities providers | airport operating environment | administrative support | plan event marketing for promotional campaigns | apply social media marketing | search engines | office software | Google Cloud Services (Gmail, Google Drive, Google Docs, Google Sheets, Google Forms) | digital marketing techniques | conduct web searches | Computer literacy(Microsoft Word,Excel,Office,Powerpoint,Outlook,Adobe Photoshop) | Customer Service Excellence | Time Management:

● HOBBIES AND INTERESTS

INTERESTS

Continuous Learning: I have a keen interest in acquiring new knowledge and skills.

Reading: I enjoy reading, which broadens my perspective and enhances my creativity.

Music: Listening to music is a personal passion that brings me joy and relaxation.

Cricket: I am an avid cricket enthusiast, following the sport closely.

Performing Arts: I have a passion for singing, dancing, and acting, which I actively pursue.

Swimming: Swimming is both a hobby and a form of exercise that I relish.

Travel: Exploring new places is a source of inspiration and growth for me.

Social Connections: I cherish the art of making friends and connecting with people.

● HONOURS AND AWARDS

ACHIEVEMENTS

1. Judge - Just Dance Dance Reality Show: Judged for five successful seasons on Globe TV Channel Kolkata.

2. Modeling, Dance & Singing Achievements: First prize in Modeling and Singing, second prize in group dance at AHA college competition 2007.

3. High Altitude Trek Certification: Certified in High Altitude Trekking, completed challenging trek from Sukhiapokhari (5354Ft) to Sandakphu (12000 Ft) in 2003. School Sports and Cultural Honors: Garnered multiple awards and certificates for sports and co-curricular activities during school years.

● EXTRA CURRICULAR ACTIVITIES

Activities

Aviation and Hospitality Training: Received comprehensive training with Jet Airways and industrial training at Hyatt Regency and KFC.

Brand Promotion Activities: Engaged in promotional activities for A.H.A, Aircel Company, and Ishikas Herbal ayurvedic hair care products. Actively participated in brand promotion for Raj Rajika Magazine, Bhoomi Tv Dance Reality Show, and Sitare Tv Channel.

Entrepreneurial Ventures: Managed Classroom Konnection, an educational hub, and Yummy Nyc Food Court restaurant in Kolkata.