

Anchal Mishra

Customer Experience Manager | Travel & Hospitality Specialist



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About

I am a results-driven Customer Experience Manager and Travel Specialist with over 12 years of progressive experience in hospitality, travel planning, guest relations, and operations. I have led restaurant operations as an owner/manager, coordinated airport guest services for a leading hotel group, and provided tailored travel solutions. My strengths include empathetic customer service, operational excellence, supplier negotiation, team leadership, and efficient multitasking under pressure. I hold a Diploma in Aviation & Hospitality Management and a BA in English, and I combine strong communication skills with a client-first approach to deliver memorable service experiences and optimize customer touchpoints across hospitality and travel ecosystems.

Talents & Skills

Customer Experience • Hospitality Management • Travel Planning • Guest Relations • Operations Management • Team Leadership • Inventory Management • Event Planning • Digital Marketing

Experience

Travel Business Associate • Independent / Freelance

2024 - Present

Provide end-to-end travel planning and coordination for individual and group clients. Research and book flights, accommodations, ground transportation and activities that match client preferences and budgets; advise clients on itineraries, visas and documentation; maintain supplier relationships to secure competitive rates and upgrades; handle customer inquiries and post-trip follow-ups to ensure satisfaction. Leverage hospitality background to deliver personalized service and resolve issues quickly, driving repeat bookings and positive referrals.

Owner / Manager • YUMMY NYC (Kolkata, India)

2016 - 2023

Directed day-to-day operations of a busy food-service business, maintaining high service and food-safety standards. Responsibilities included staff recruitment and training, inventory and supply chain management, equipment maintenance, budgeting, payroll and financial management. Implemented customer retention strategies, built local partnerships, and drove repeat business through consistent service quality and targeted local marketing. Improved operational efficiency through process standardization and staff development.

Airport Associate • The Park, Apeejay (Kolkata, India)

2014 - 2016

Handled guest arrival services and VIP transportation coordination, ensuring a seamless experience from airport to hotel. Liaised with airport authorities and transport vendors to streamline guest movements and managed flight information to anticipate and resolve service issues. Provided feedback to operations teams to improve passenger experience and contributed to refining guest service protocols.

Financial Consultant / Insurance Agent • HDFC Standard Life

2010 - 2013

Provided financial consultation and insurance solutions, built client relationships and tailored plans to meet long-term financial goals. Facilitated claim processing, explained policy features, and increased client satisfaction through personalized advisory and follow-up.

Hotel Manager • Hotel Mandala (Darjeeling, India)

2011 - 2012

Managed hotel operations including staffing, budgeting, recruitment and training. Organized events and guest services, addressed customer concerns, and implemented marketing strategies to increase occupancy and guest satisfaction. Fostered a positive workplace culture and coordinated cross-functional teams to deliver consistent service quality.

Front Office Assistant • The Spring Club (Kolkata, India)

2007 - 2008

Managed front office operations, visitor reception, scheduling and administrative tasks. Processed transactions and maintained office supplies, contributing to improved front desk efficiency and a welcoming guest environment.

Education

Bachelor of Arts (English) • Shobhit University

2010 - 2013

Undergraduate degree with focus on English literature and communication skills. Coursework strengthened written and verbal communication, research and critical thinking—skills applied in client communications and service documentation.

Senior Secondary School Certificate • National Institute of Open Schooling

2007 - 2009

Completed higher secondary education with broad-based curriculum supporting analytical and communication development.

Diploma - Aviation Services & Hospitality Management • Air Hostess Academy

2006 - 2007

Diploma program including customer service, in-flight and airport protocols, hospitality fundamentals and practical industry training.

Secondary School Certificate • Kendriya Vidyalaya

1993 - 2003

Completed secondary education with active participation in sports and cultural activities; awarded multiple school-level honors.