

Khalani Shakya

Reservation Specialist

Profile

Dedicated Reservation Specialist with 1 year of experience in providing exceptional customer service and ensuring seamless booking processes. Adept at handling high-volume inquiries, managing reservation systems, and maintaining strong client relationships. Skilled in upselling services and resolving issues in a timely manner. Committed to enhancing guest experiences and contributing to team success.

Employment History

Reservation Specialist at Booking Holdings Inc., CT

Feb 2023 - Present

- Successfully increased the overall reservation conversion rate by 15% over a six-month period, resulting in an additional \$1.2 million in revenue for Booking Holdings Inc., CT, by implementing new strategies for upselling and improving customer service skills.
- Streamlined the reservation process by introducing a new booking management software, which led to a 25% reduction in average call handling time and increased overall productivity among the team members.
- Consistently achieved a monthly sales target of \$500,000 and maintained a customer satisfaction rating of 95% or higher throughout the year, earning recognition as the top-performing Reservation Specialist within the company.

Reservation Specialist I at Marriott International, Inc., CT

Sep 2022 - Jan 2023

- Successfully increased hotel occupancy rate by 15% over a six-month period through effective management of reservations and group bookings, resulting in a significant boost in revenue for Marriott International, Inc., CT.
- Streamlined the reservation process by implementing new software tools, reducing booking errors by 25% and enhancing overall customer satisfaction rates.
- Consistently exceeded monthly upselling targets by an average of 20%, generating an additional \$50,000 in annual revenue for the hotel.
- Enhanced internal communication and collaboration between the reservations and front office teams, leading to a 10% reduction in guest complaints related to booking discrepancies and improving overall guest experience.

Certificates

Certified Travel Associate (CTA)

Dec 2021

✉ khalani.shakya@gmail.com

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📍 123 Elm Street, Hartford, CT 06103

Education

Associate of Applied Science in Hospitality Management at Manchester Community College, Manchester, CT

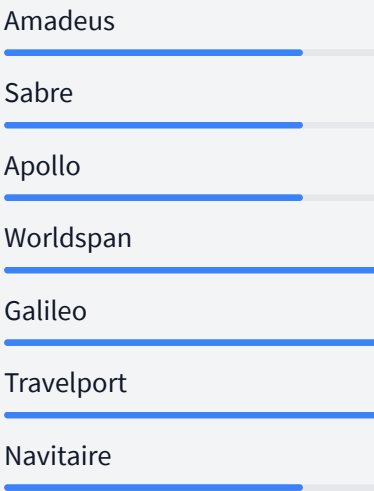
Sep 2018 - May 2022

Relevant Coursework: Hospitality Operations, Food and Beverage Management, Marketing for Hospitality, Event Planning, Front Office Procedures, Customer Service, Financial Management, and Human Resource Management in Hospitality.

Links

[linkedin.com/in/khalanishakya](https://www.linkedin.com/in/khalanishakya)

Skills



Languages

