



GAURAV ASIJA

PROFILE

- ❖ Aiming to be associated with an organization where I can further enhance my competency skills of empowering analytical solutions for new business opportunities by understanding the needs and demands of industry through the process of evaluating and capturing interest in a product or service and translating them into potential leads and developing sales pipeline.

CONTACT

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SKILLS

- ❖ Research Proficiency
- ❖ Time Management
- ❖ Managing multiple assignments simultaneously
- ❖ Customer Service Skills
- ❖ Interpersonal Skills

EXPERIENCE

The Sight Avenue

The Front office Executive
January 2021 to May 2022

- ❖ Managing registrations of the patients for both OPD and residents
- ❖ Guiding the patients through counselling and the process of consultation
- ❖ Managing international patients for counselling, especially the French speaking ones.
- ❖ Helping in keeping the record of their medical records and managing the paperwork associated.
- ❖ Managing the paperwork regarding their travel to and for their resident country
- ❖ Looking after the entire billing process of the patients.

Zak Trade Fairs & Exhibitions Pvt. Ltd.

Operations Executive
March 2019 – March 2020

- ❖ Finalizing the conference agenda vis-à-vis the focus cities and the allied construction industry status.
- ❖ Speaker identification and subsequent follow ups to secure their confirmation for the conferences
- ❖ Coordinating with their respective offices for the requisite information and details.
- ❖ Coordinating with the marketing teams for the conference communiqués to be sent out for promotion.
- ❖ Strategizing marketing plan for the events including exhibitions and conferences
- ❖ Charting out Delegate Marketing and Visitor Promotion Activity for conferences and exhibitions.
- ❖ Assisting the Exhibition Project Manager for payment follow ups of the exhibition booths
- ❖ Tying up with different industry journals and associations as barter partners to ensure maximum visibility of the event

EDUCATION

- ❖ Bachelor of Commerce, Delhi University
- ❖ Senior Secondary (12th Standard), CBSE Board, Rich Harvest Public School Secondary (10th Standard), CBSE Board, Rich Harvest Public School
- ❖ Diploma in Aviation and Tourism Management, IITC Delhi
- ❖ Diploma in Digital marketing, NCIS, Dubai

PERSONAL DOSSIER

- ❖ Languages Known: English, Hindi, French
- ❖ D.O.B: 20.11.1993
- ❖ Nationality: Indian
- ❖ Marital Status: Married

HOBBIES

- ❖ Reading
- ❖ Travelling
- ❖ Playing Cricket

Key Projects

- ❖ Zak World of Windows - Visakhapatnam 2019
- ❖ Zak World of Façades - Bangalore 2019
- ❖ Zak Glass Technology Expo - Delhi 2019
- ❖ Zak World of Windows - Surat 2020

Arvato Bertelsmann

Customer Service Executive for British Airways

October 2016 – April 2017

- ❖ Answered calls professionally to give information about products, services and ancillaries allied with British Airways travel
- ❖ Took/ cancelled orders and/or obtained details of complaints.
- ❖ Kept records of customer interactions and transactions for further follow ups regarding their inquiries and/or complaints, as well as for the actions to be taken
- ❖ Followed up for appropriate actions to be taken on customers
- ❖ requests Forwarded unresolved customer grievances and/or special requests to designated departments for further investigation and/or execution.