

VIVEK YADAV

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Career Objective

Seeking an opportunity that will enable me to work well with people by utilizing strong organizational skills to upgrade customer experience, hospitality & events exposure.

Career Synopsis

- Delivery oriented service professional with exposure of 3+ Years with EMAAR Group, 2 Years with Goodshow Events & Exhibitions Pvt. Ltd., 12 months with Matchbox Ventures Pvt. Ltd., 16 months with REED SI Exhibitions Pvt. Ltd., 4 months with Celebrations Events Pvt. Ltd., 5 months with Shobiz Experiential Communications (P) Ltd., 1 Year with Great India Nautanki Company – Kingdom Of Dreams and in totality 8+ years of International Experience in Hospitality & Events Industry.
- Industry exposure in Production and Operations for Corporate Events, Exhibition, Social Functions and others like Corporate Family Days, Product Launches, International Medical Conference & Rock Concert etc.
- Gained experience in Ticketing, Transport Boarding & Lodging (TBL), Venue Operations, Client Servicing, and Artist Management.
- Dynamic and Innovative Professional with an ability to work in a multicultural environment.

Professional Learning

Customer Experience & Hospitality

Customer Satisfaction	Relationship Management	Business Development
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Event Management

Event Planning & Execution	Event Elements	Special Events
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Venue Operations

Stage Craft & Design	Logistic & Vendor Management	Crowd Management
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Work Experience

Company Name

Emaar India Limited

Designation

Assistant Manager – Club Beryl

Duration

From: January, 2021

To: Present

Key Responsibility Areas

Customer Experience, Hospitality, Business Development & Operations:

- Client Retention & Client Servicing
- Marketing Strategies for Revenue Generation
- Coordinating with Marketing Team & Agencies for EDMs and other Collaterals
- Club Sales, Revenue Management & Membership Sales
- Managing Events & Marketing
- Managing Membership Renewals

Company Name	Goodshow Events & Exhibitions Pvt. Ltd.	
Designation	Key Account Manager	
Duration	From: April, 2019	To: December, 2020
Key Responsibility Areas	Client Servicing & Operations: <ul style="list-style-type: none"> • Taking brief from Client • Preparing Project Cost (Internal & Client's) • Procuring Vendors PAN India • Vendor Coordination • Responsible Repeat Business • Retaining & Sustaining Client Relations • Event Setup & Execution 	
Company Name	Matchbox Ventures Pvt. Ltd.	
Designation	Sr. Executive – Client Servicing	
Duration	From: March, 2018	To: February, 2019
Key Responsibility Areas	Client Servicing and Operations: <ul style="list-style-type: none"> • Meeting the Client and taking Brief • Responsible for Ticketing • Managed Transport, Boarding & Lodging (TBL) • Responsible for Office Management • Execution during Events 	
Company Name	REED SI Exhibitions Pvt. Ltd.	
Designation	Executive – Client Servicing and Business Development	
Duration	From: December, 2016	To: March, 2018
Key Responsibility Areas	FIRE INDIA Exhibition: <ul style="list-style-type: none"> • Responsible for Business Development • Responsible for Repeat Business • Responsible for handling Operations • Travelling to various Cities to meet Clients • Responsible for Office Management 	
Company Name	Kingdom of Dreams	
Designation	Hospitality Executive	
Duration	From: June, 2013	To: May, 2014
Key Responsibility Areas	Hospitality Operations: <ul style="list-style-type: none"> • I with my team endeavour all the services to the guests who come through the tie-ups that we have with Travel Agencies, Hotels, Institutions and Embassies. • Have been closely working with the sales team to promote the product by showcasing Kingdom Of Dreams to the Delegates, Top Officials, Foreign Agents, DMCs and Tour Operators of the companies to get more business. • Extending an Incredible Indian Experience to travel trade; MICE fraternity and thereby, maximizing revenue. 	

Internship(s)		
Company Name	Celebrations Events Pvt. Ltd.	
Designation	Intern	
Duration	From: February, 2015	To: May, 2015
Key Responsibility Areas	<p>Production and Operations:</p> <ul style="list-style-type: none"> Managed the operations for Social Functions and Corporate Events. Venue Reece Managed Transport, Boarding & Lodging (TBL) <p>Client Servicing and Business Development:</p> <ul style="list-style-type: none"> Approaching and pitching prospective clients for future events. Arranged and attended Meetings with Potential Clients. 	
Company Name	Shobiz Experiential Communication Pvt Ltd.	
Designation	Intern	
Duration	From: July, 2014	To: November, 2014
Key Responsibility Areas	<p>Production and Operations:</p> <ul style="list-style-type: none"> Managed the stage set up for Conferences, Rock Concerts and Product launches. Venue Reece for Conferences and coordinating with the Hotel Staff for the same. Coordinating with the vendors for Technical, Manpower and Logistics. Crowd Management for Rock Concerts. <p>Client Servicing and Business Development:</p> <ul style="list-style-type: none"> Approaching and pitching prospective clients for future events. Attended client meetings for Asia Pacific Heart Rhythm Scientific and understanding the Event's requirements. 	
Company Name	The Meydan Hotel, DUBAI	
Designation	Intern	
Duration	From: October 2012	To: March 2013
Key Responsibility Areas	<p>Banquets & Events Operations:</p> <ul style="list-style-type: none"> Responsible for the fine dining Table Setups for the Events. Managing the beverages stock in the Hotel. Preparations for the Dubai Horse Racing World Cup 2013, table setups for different Restaurants, Banquets and the Lounges. 	

Professional Certifications / Training

Professional Certifications

- Certified in LEAD (Leadership Education & Abilities Development) Program.
- BTEC HNC Diploma in Hospitality, Aviation & Tourism from Frankfinn, Gurgaon.

Training

- Attended 1 month training with The Westin Resort & Spa – Sohna, Gurgaon in Food Productions.

Achievement

- Awarded “Star of The Month” at Kingdom of Dreams in September 2013.
- Certified as the “Hardworking Trainee” in The Meydan Hotel, DUBAI and The Westin Resort & Spa – Sohna, Gurgaon.
- Gold Medallist in Tae Kwando Competition at District Level.

Education

Year of Completion	Program / Course
2014 - 2015	Post Graduate Diploma in Event Management and Public Relations Indian Institute of Learning and Advanced Development (INLEAD), Gurgaon
2013	B.A. in Hospitality Management International Institute of Hotel Management, Edinburgh Napier University

Personal Strength

• Focused	• Confident
• Enthusiastic	• Delivery Oriented
• Persuasive	• Energetic

Personal Information

Residence	:	Gurugram
Marital Status	:	Unmarried
Nationality	:	Indian
Language Proficiency	:	English and Hindi
Computer Skills	:	Microsoft Suit