







Pallavi Baliga

CONTACT

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SKILLS

- Administrative support
- Research and due diligence
- Employee management
- Exceptional interpersonal communication
- Exceptional telephone etiquette
- Effective workflow management
- Customer Relationship Management Software (CRM)
- Adherence to high customer service standards

LANGUAGES

English

Fluent

Hindi

Fluent

Marathi

Fluent

PROFESSIONAL SUMMARY

A dynamic professional with over 18+ years of experience in customer Services offering, an exceptional teamwork spirit and a positive attitude. Work well with all types of personalities; Conscientious and highly focused, with strong follow-through skills and effective time-management abilities. Loyal, possess strong common sense with a keen sense of humor, and committed to a job well done.

WORK HISTORY

Head- Client Experience (Dubai)

03/2020 – 01/2024

Convention 360 – Dubai, UAE

- Identify, qualify, and secure business opportunities and coordinate business generation activities.
- Creating and maintaining list/database of prospective clients; maintaining database of prospective client information.
- Handled high volume calls to address customer inquiries and concerns.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Collaborate with team on sales goals, planning, and forecasting.
- Maintaining short- and long-term business development plans
- Building business relationships with current and potential clients.
- Understanding client needs and offer solutions and support.
- Answer potential client questions and follow-up call questions and respond to client requests for proposals.
- Promoted continuous improvement by problem-solving and sharing suggestions to optimize team operations.
- Managed teams by overseeing hiring, training and professional growth of employees.

Senior Manager, Facility Management

05/2013 – 12/2018

Yes Bank Ltd. – Mumbai, India

- Experienced in handling outsourced manpower (Housekeeping, Security and Drivers).
- Handle company cars (Allotment of cars and maintenance)
- Assisted in maintenance of office critical equipment like DG sets and UPS-inverters.
- Monitor costs and expenses to assist in budget preparation (within admin dept.)
- Monitor inventory of office supplies and purchasing new material with attention to budgetary constraints.
- Oversee facilities services, cafeteria management. Performing repair & maintenance activities, vendor related work.
- Ensure operations team adheres to policies and procedures.
- Recruiting and training personnel, allocating responsibilities, and allocating office space ensuring maximum space utilization.
- Assessing staff performance and provide coaching and guidance to ensure maximum efficiency.
- Keep abreast of all organizational changes and business developments.

- Overlooking security day to day operations under guidance of onsite CISO officers.
- Established and communication daily priorities to guide team activities.
- Led and managed administrative staff to maintain smooth daily operations.

Lead Cabin Crew

12/2012 – 05/2013

Indigo Airlines – Mumbai, India

- Led team of crew members towards common goal and objective.
- Motivated co-workers through positive feedback and encouragement.
- Always targeted and fulfilled set goals. Not shy of taking new responsibilities.
- Maintained Company image in highest of standards and have always had positive outlook towards work arena.
- Responded quickly and thoughtfully in challenging situations
- Offered friendly, efficient customer service and handled challenging situations with ease.
- Displayed energy and enthusiasm in fast-paced environment.
- Applied positive customer service approach to increase satisfaction levels.

Inflight Manager

03/2007 – 12/2012

Kingfisher Airlines – Mumbai, India

- Extensive practical hands-on experience as Flight attendant and then as In-Flight Manager.
- International Standard of Services to Guests. Have undergone extensive and best training in field of rendering services to people.
- Customer Relationship Management.
- Customer satisfaction and working towards providing them with best has always been and will be utmost priority.
- Motivated and enthusiastic about developing good relations with guests.
- Well versed in P.R. Skills and situation handling.
- Effective working alone or as team member.
- Have travelled extensively and experienced different cultures.
- Culturally sensitive and can adapt to new cultures and environment.
- Supported passengers through emergency scenarios for safe outcomes.
- Administered basic medical care to passengers in distress and conveyed important information to qualified medical teams.

Front Office Executive

01/2006 – 03/2007

Hilton Tower – Mumbai, India

- Handled check-ins and check-outs at front office.
- Handled room reservations for walk in guests.
- Handled customer queries and complaints.
- Worked at reception desk throughout all shifts.
- Assisted at concierge desk.
- Prioritised incoming communications to filter out basic requests and minimise disruptions.
- Screened incoming phone calls and relayed detailed messages.
- Ensured smooth and efficient running of shift, delivering daily shift briefings to advise team of special events or VIP guests.
- Kept files organised and up-to-date for accurate record-keeping purposes.

Restaurant Hostess

09/2003 – 12/2005

Taj Mahal Palace and Tower – Mumbai, India

- Worked as a manager on duty in the absence of operational managers.
- Performed daily restaurant & bar services.
- Handled hotel event, board room meetings, theme dinner effectively.
- Hotel POS handling, experienced in critical guest complaints handling.
- Ensured proper availability of raw material by doing effective stock management.
- Ensured highest standards of service and quality, maintained high scores in guest service and regular company inspections.
- Extensive experience in all aspects of restaurant/bar operations which includes supervising, food and dessert preparation, catering, inventory management, supplier relations, and service excellence.
- Developed comfortable management style based on integrity, excellence, and trust.

EDUCATION

Bachelor of Arts: Psychology and Education, 03/2015 – 05/2017
Mumbai University – Mumbai

Diploma: Tourism and Travel Industry, 06/2001 – 05/2003
Garware Institute For Managment Studies – Mumbai