



# Amula Lohana

📍 501 Nand Ashish Bldg, 60 Feet Rd Ghatkopar (E) Mumbai - 77

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## PROFESSIONAL SUMMARY

Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings.

## SKILLS

- Business Planning
- Program Administration
- Product Knowledge
- Team Building

## WORK HISTORY

### FRONT DESK MANAGER

11/2022 to 04/2024

#### Travelodge By Wyndham | Bracebridge, Ontario Canada

- Ensured data accuracy through regular audits of guest profiles.
- Streamlined check-in and check-out processes for a smoother guest experience.
- Resolved guest complaints by addressing issues with rooms promptly.
- Contacted housekeeping staff and maintenance department to resolve issues with guest rooms.
- Controlled cash and credit card payment transactions.
- Responded to telephone, email and in-person inquiries regarding reservations, hotel information and guest concerns.

### ASST MANAGER IN ADMIN AND LOGISTICS

04/2021 to 11/2021

#### Symbio and Research Clinic Inc. | Mumbai India

- Handling Logistics part of the shipments from Mumbai to any part of the world and vice-versa
- Getting quotation from the vendors and do contracting with them
- Documentation and follow up of the shipments till it is delivered.
- Submission of Invoices and follow up of the payments and data management and filling of records.

### ASST MANAGER TRAVEL & ADMIN

12/2013 to 08/2021

#### Glenmark Pharmaceuticals Ltd | Mumbai India

- Domestic, International flight, Hotel, car, forex, Visa & Insurance
- Maintaining Guest House booking and Occupancy
- Contracting for Hotels & Car Pan India level
- Handling Domestic MICE, Day Conferences, Third Party Invoice & Payment Management

	<b>ASST. MANAGER IN CORPORATE TRAVEL</b> <b>RIYA TOURS &amp; TRAVELS I PVT LTD   Mumbai India</b> <ul style="list-style-type: none"> <li>Handling Corporate's bookings of Director's &amp; V.P</li> <li>Domestic &amp; International Flight, Hotel, Visa &amp; Insurance.</li> <li>Increased customer satisfaction by resolving issues.</li> </ul>	05/2012 to 12/2013
	<b>ASSISTANT MANAGER</b> <b>THOMAS COOK INDIA LTD   Mumbai India</b> <ul style="list-style-type: none"> <li>Handled Implants like Godrej, British Gas, IIT Powai.</li> <li>Domestic, International Flight, Hotel, Visa &amp; Insurance</li> <li>Negotiating deals for Airline and Hotel.</li> </ul>	06/2008 to 05/2012
	<b>CUSTOMER RELATIONS EXECUTIVE - TRAVEL</b> <b>CLEARTRIP TRAVEL LTD   Mumbai India</b> <ul style="list-style-type: none"> <li>Making On line reservations &amp; ticketing.</li> <li>Hotel reservations and holiday packages.</li> <li>Issuing rail tickets, bus bookings &amp; car rentals</li> </ul>	07/2007 to 05/2008
<b>EDUCATION</b>	<b>Diploma in Early Childhood Care And Education   ECC</b> <b>British Learning, Mumbai India</b>	02/2021
	<b>Diploma in School Management &amp; Administration   Admin</b> <b>British Learning, Mumbai India</b>	02/2021
	<b>IATA UFTAA Foundation Course From Canada Montreal   Tourism &amp; Travel</b> <b>Travelwings, Mumbai India</b>	09/2004
	<b>Bachelor of Commerce   Commerce</b> <b>Kelkar College Mumbai University, Mumbai</b>	04/1998
<b>LANGUAGES</b>	<b>English</b>  Full Professional	<b>Hindi</b>  Full Professional
	<b>Gujarati</b>  Full Professional	<b>Marathi</b>  Full Professional