



## Aayesha KHAN

<b>Nationality</b>	Indian
<b>Date of Birth</b>	24 <sup>th</sup> February 2003
<b>Mobile</b>	+41 762626173 \ +91 9983331723
<b>Email</b>	<a href="mailto:aayesha.khan@glion.com">aayesha.khan@glion.com</a>
<b>Personal Website</b>	<a href="https://www.aayeshakhan.com/">https://www.aayeshakhan.com/</a>
<b>Current address</b>	GIHE, Rue de l'Ondine 20, 1630 Bulle, Switzerland
<b>Permanent Address</b>	RIIICO Industrial area, Phase III, Banas Stones, Jhalawar, Rajasthan, India - 326001

### EDUCATION

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<b>Glion Institute of Higher Education, Switzerland</b>	<b>September 2021 – February 2025</b>
o Bachelor of Business Administration in International Hospitality Business	
<b>Mayo College Girls' School, Rajasthan, India</b>	<b>July 2012 – February 2021</b>
o High School diploma with distinction	

### PUBLICATIONS

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<b>Hotelivate India (erstwhile HVS India), Gurgaon, Haryana, India</b>	
o Co-authored Hotelivate India's prestigious annual management contract survey (2024).	
o Accessible here ( <a href="https://hotelivate.com/hotel-development/2024-hotel-management-contract-survey-south-asia/">https://hotelivate.com/hotel-development/2024-hotel-management-contract-survey-south-asia/</a> )	

### WORK EXPERIENCE

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<b>Goldclass Hospitality - Luxury Aparthotels, Jaipur, Rajasthan, India</b> <b>Owner / Business Development Manager (currently remote)</b>	<b>September 2022 - Ongoing</b>
o Led recruitment and training of a dedicated team (up to 7 staff members) to deliver 24/7 <b>butler</b> services.	
o <b>Conceptualized</b> and <b>expanded</b> the business, establishing a strong client network through partnerships with travel agencies and participation in industry events <b>nationwide</b> .	
o Achieved a near-perfect guest satisfaction rating of <b>8.9</b> on Booking.com ( <a href="https://www.35sahakarsuites.com">https://www.35sahakarsuites.com</a> ).	
o Introduced a bespoke <b>concierge</b> service, offering immersive local experiences for guests.	
<b>Banas Stones, Jhalawar, Rajasthan, India</b> <b>Business Development Analyst</b>	<b>July 2024 – October 2024</b>
o Created a <b>financial feasibility model</b> for future mining unit projections.	
o Liaised with supply chain partners to find the most effective cost and revenue <b>synergies</b> .	
o Performed site visits and audits to support launching a major <b>granite</b> mine and unique tile production facility.	
<b>Hotelivate India (erstwhile HVS India), Gurgaon, Haryana, India</b> <b>Strategic Advisory and Asset Management Analyst</b>	<b>July 2023 – January 2024</b>
o Conducted <b>feasibility studies</b> for hotel developments across various asset segments.	
o Developed country entry and <b>expansion</b> strategies for established hotel and travel companies.	
o Contributed to the firm's <b>annual management contract survey</b> publication.	
o Collaborated on management <b>contract negotiations</b> with hotel operators.	
<b>The Ritz-Carlton, JBR, Dubai</b> <b>Rooms division and Guest relations trainee</b>	<b>March 2022 – August 2022</b>
o Managed booking alterations and <b>upsold</b> room categories to boost revenue.	
o Overlooked daily <b>auditing</b> of credit limit letters and facilitated multiple financial processes related to guest experiences.	
o Achieved a better understanding of loyalty programmes and enrolled at least <b>8 guests</b> per shift.	
o <b>Promoted</b> to the position of a guest relations agent, overtaking all tasks related to client experiences.	
o Given recognition for providing exceptional guest service.	
o Awarded the Ritz Carlton 21-day training certification.	
o Completed 100+ hours of online training with the Marriott program.	
<b>Café BAE, Jaipur, India</b> <b>Culinary trainee (Pastry and Boulangerie segment)</b>	<b>March 2019 – April 2019</b>
o Reduced food wastage by 20%, enforced health and safety procedures, and provided personalized service to English and Hindi-speaking guests.	

### SKILLS AND COMPETENCIES

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- o Languages: Hindi (Mother Tongue), English (Fluent), French (Basic)

- o Software: Microsoft Office, Opera, Polyright, Canva, PowerBI

### **EXTRA-CURRICULAR ACTIVITIES, VOLUNTEER EXPERIENCE AND ACHIEVEMENTS**

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- o Competed on the **professional** tennis circuit for 9 years while leading the high school team to 5 consecutive state finals.
- o Member of the English Drama Club, performing **annually** in accredited renditions of classical plays.
- o Conducted online fitness tutorials for **120+** participants during the COVID-19 lockdown.
- o Led bake sales over **3** years, raising significant donations to support a school for individuals with disabilities.
- o Received international and national-level **accolades** for achievements in tennis and cricket.
- o Awarded the "**Most Promising Player**" award at the most prestigious boarding school in India twice.
- o Led India's top-performing private school tennis team as **captain**, driving the team to national recognition and success.
- o Represented India's **U13** juniors tennis team at the 2016 World Sports Festival in **Vienna**.
- o Achieved **4th** place at the Ten-Pro Junior Tour, Nadal Academy, Mallorca.