



UNO | VIVA

Voice AI Agent for hotel reservations

CONTACT

-  India: +91 44 4994 7865
-  Indonesia+62 21 30949425
-  unoviva@rategain.com
-  24/7 available, any city

TRAINING

Advanced Neural Training

Gets smarter with every conversation

Security Certifications

SOC2, HIPAA, and GDPR compliant

SKILLS

- Always on, never off
- On-brand and empathetic
- Built to book and upsell
- Clear, accurate, confident
- Multilingual by design
- Adapts to the customer's tone and accent

30+ LANGUAGES

Hindi	Indonesian
English	Arabic
Mandarin	Spanish
Vietnamese	German

ABOUT ME

Highly reliable AI reservations professional with a flawless attendance record. Specializes in answering inbound hotel calls, booking reservations end-to-end, and increasing revenue through upselling. CRS-integrated for real-time rates and availability, with fast, one-day onboarding.

EXPERIENCE

Voice AI Reservation Lead @ Hotels

2025 - present

Roles and Responsibilities

- **Full-Cycle Reservations:** Managed end-to-end guest bookings over voice calls, from initial inquiry to secure payment processing.
- **Guest Experience Lead:** Answered 100% of incoming calls within the first three rings, ensuring no booking was ever missed.
- **Multilingual Concierge:** Provided instant assistance to international guests in their native tongues,
- **Revenue Maximization:** Expert in automated upselling for every booking through room upgrades and tailored add-ons.
- **100% Data Accuracy:** Automatically updated guest profiles and inventory in real-time with 0% manual entry error.

Achievements

- **100% availability** through holidays, peak seasons, and night shifts
- **Up to 50%** reduction in per-call costs
- **40%+ increase** in booking conversions
- **100%** answer rate achieved

Onboarding

- **Ready for Day 1:** My "first day" is your "launch day"—I am fully operational within 24 hours of being hired.
- **Zero-lag integration:** I plug directly into your CRS, PMS, or your cloud telephony infrastructure

[Schedule an Interview](#)

