**Resume’ of:**

Date of Birth: June 30, 1987

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**Professional Objective:**

I would like to be a part of an organization where attitude is nurtured and skills are developed depicting a perfect culture of teamwork and innovation.

Professional Experience:

Over 7 Years & 8 Months of experience in Hospitality Industry

1. July 2014 – March 2016 - Duty Manager at Vivanta By Taj Dwarka-New Delhi ( From Pre-Opening Phase)
2. January 2014 to June 2014 - Duty Manager at The Leela – Mumbai
3. March 2013 to January 2014 - Duty Manager at The Vivanta By Taj Connemara, Chennai
4. August 2010 to March 2013 - Front Office Supervisor at Taj Lands End, Mumbai.
5. Jan 2009 – July 2010 – Front Office Associate at The Leela Palace Kempinski, Udaipur. (From Pre Opening Phase)
6. June 2008 – December 2008 - Front Office Associate The Oberoi Udaivilas, Udaipur

**Responsibilities undertaken:-**

* Managing day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.
* Developing specific goals and plans to prioritize organize and accomplish the work.
* Handle complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
* Supervising staffing levels to ensure that guest service, operational needs and financial objectives are met.
* Ensuring that regular on-going communication is happening with employees to create awareness of business objectives and communicate expectations, recognizes performance, and produces desired results.
* Understanding the impact of department's operations on the overall property financial goals and objectives and manages to achieve or exceed goals.
* Utilizing interpersonal and communication skills to lead, influence, and encourage others.
* Encouraging and building mutual trust, respect, and cooperation among team members.
* Supervising and managing employees. Managing, all day-to-day operations.
* Establishing and maintaining open, collaborative relationships with employees and ensuring employees do the same within the team.
* Supervising all areas of the Front Office in the absence of the Front Office or Assistant Front Office Manager.
* Handled unit based reservations.
* Was responsible in controlling rate parity and uploading rates and rate codes Online over various channels like GDS, Netrez and 3rd party websites
* Was responsible in compiling month end reports and various other competition reports
* Have been responsible in handling “Group Coordinator’s” role for the department
* Have been responsible in handling “Rooms Controller’s” role

**Education**

**2005-2008 -** IHM Bhubaneswar

B.Sc. (Hospitality & Hotel Administration) - 3 Year Bachelors Degree.

**2005 -** D.A.V Sector – 8, Chandigarh

Senior School Certification

**Training Certifications and Achievements**

* Received certificate on training programme - “Guest Loyalty at The Front End”
* Attended “Train The Trainer Programme” at The TAJ
* Awarded “Employee of the month” at Taj Lands End, Mumbai
* Oct 2006 – March 2007 - 5 months of Industrial Exposure Training at Hotel Le Meridian, New Delhi. Extensive professional training in all the major departments Front-Office, Food & Beverage Service, Food-Production & House Keeping

**Softwares Known**

* Opera
* Amadeus
* Fidelio
* OCM- (Opera Channel management)
* My Fidelio.net
* Web based- Expedia, Travelocity, Travel guru, Netrez.

**Hobbies**

Sports – Playing Cricket, Volleyball, Lawn Tennis, Badminton, Rink Hockey

**First Name of Application CV No: 1669878**

Whatsapp Mobile: +971504753686

