Manpreet

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Experienced Operations and Accounts Professional

# **O**bjective

Seeking Challenging and Rewarding Position in Operations, Accounting and Related Functions Across Multinational or Local Organizations, Demanding High Standards of Quality and Precision and Providing Opportunities to Amalgamate My Personal Enrichment With Professional Goals. Want to Provide My Skills for Company`s Development.

# **P**rofileSummary

* Pleasing Personality, Strong Communication and Interpersonal Skills, Reliable and Enthusiastic Professional With More Than **Four (4+) Years** Working **Experience** in the Fields of **Operations** and **Accounting**. Well Versed in Using **Microsoft Office Tools** and Other Web Based Software Applications. Have good knowledge in PMS Software such as **IDS**. **RMS. OPERA.**

# **K**ey **C**ompetencies andSkills

* Customer Service Skills
* Administration
* Guest Management Skills
* Negotiation Skills
* Documentation
* Staff Motivation
* Reconciliation
* Report Analysis
* Target Driver
* Preparation of Final Reports
* Operational Management
* Managing Operations
* Business Development
* Inventory Management
* Team Management
* Managing Operations
* Account Receivable & Payables
* Vendors Management

# **P**rofessional **E**xperience

### **Nihal Palace Hotel** Working From February 11, 2016 to Present

### **(Formerly Metropolitan Deira – 4 Star)**

#### **Night Auditor**

Responsibilities:

* Posts room charges and taxes to guest accounts.
* Processes guest charges voucher and credit card vouchers
* Posts guest charge purchase transactions not posted by the front office cashier
* Verifies all account postings and balances.
* Monitors the current status of coupon, discount, and other promotional programs.
* Tracks room revenues, occupancy percentages, and other front office statistics.
* Prepares a summary of cash, check, and credit card activities
* Summarizes results of operations for management.
* Understand principles of auditing, balancing, and closing out accounts.
* Understand and knows how to perform check-in and check-out procedures

**Hotel Diplomat.. India** Worked 1 Year

**Staff Executive**

Responsibilities:

* Welcome guests upon entry to the hotel, assist them with check in and check out.
* Responsible for guest reservations, monitoring guest emails and email inquiries, including assisting current and future guest local travel arrangements
* Ability to work under pressure and manage and resolve guest issues or complaints
* Direct experience with maintaining reservation system, room assignment and processing hotel documents.
* Issue room keys to guests and make certain that keys issued are correct.
* Introduce amenities and services to guests for their information and guidance.
* Encode and organize pertinent information and data into the computer
* Guaranteed guests of a full hospitable service that would entice them to visit the hotel again.
* Answered phones, booked reservations, respond to emails and electronic reservations.

# **A**cademic and **P**rofessional **Q**ualifications

**Bachelors Program Delhi** , **India**

**Cooking Course IHM Pusa New Delhi. India**

**Cooking Course Bakery and Confectioners IHM Pusa New Delhi, India**

##### Community Involvement

* Worked as a Volunteer and Social Worker in Blood Donation.
* Raised Charity Funds for the Earth Quake And Flood Victims.
* Worked as Youth Ambassador Going Door to Door to Spread Awareness of Casting Votes.