



ANKUSH KATWAL

Operations Manager – Unit Head

+91-9149444571; +91-9489813901

ankushkatwal@gmail.com

Linkedin.com/in/ankush-katwal-97b46663

WORK EXPERIENCE

11 Years

AGE

32

ABOUT ME

I am an energetic and driven Operations Manager, with a passion for delivering first class service to guests, maintaining excellent relationships with guests to encourage repeat business. I am looking to join a reputable hotel group, where I can contribute fresh ideas and progress quickly to develop my career profile and also further the hotel's reputation and commercial success. I have a solid understanding of all hotel functions and able to identify, understand and prioritize urgent issues. I am self motivated, able to deal calmly with challenging situations and have a pro-active mind-set.



Education

Bachelor, Hotel Management

Institute of Hotel Management, Dehradun
IGNOU and NCHMCT
Uttarakhand, India

Graduated, July 2009

Marks 59.32%

Division 2

10+2

S.G.G.S Public Hr. Sec.School, Jammu
JKBOSE Board
Jammu, Jammu & Kashmir, India

Graduated, May 2006

Marks 60%

Division 1



Professional Training and Affiliations

- Completed 22 weeks training as an Industrial Trainee from May 2007 to October 2007 in **PARK HYATT GOA RESORT & SPA, GOA** in all the departments i.e. Front Office, Food & Beverage Service, Food & Beverage Production, Housekeeping and Human Resources to know the operations.



Career Highlights

10 years experience working in the Hotel, Resorts & Hospitality industry. Implemented aggressive the hotel management strategies and plans to optimize best guest services operations and increase returning customer numbers. Started my career as a Butler from a City of lakes, Udaipur in India for 02 years and then proceed with my career as a Senior Butler, Sr. Executive Butler & Duty Manager in Dubai, United Arab Emirates for 05 years and few months.

Currently taking the entire responsibilities as an Operations Manager – Unit Head from past 03 years and 5 Months in The Serai Bandipur and handling the entire Resort Operations.



Skills

- Worked with Opera, Fidelio, IDS & Ezee PMS Systems.
- Ability to work under pressure.
- Decision Making
- Time Management
- Management Skills
- Guest Relations & Services



Work Experience

August 2016 – Current

Operations Manager (Unit Head)

The Serai Bandipur (Inspired by Jungle)
Bandipur, Karnataka, India



Working from August 2016 till date as an Operations Manager, with The Serai Bandipur “A luxury wildlife resort inspired by Jungle” rated the Best Resort in Bandipur Tiger Reserve, Karnataka.

Achievements and Contribution:

- **Guest Service:** Provided the best guest service to all our valuable guests to make sure that our guest will come back. Responded to all of the guest enquiries and provided support and guidance to the staff as required.
- **Training:** Provided proper training about the standards, procedures and communication skills to the all the team members for all the departments to improve their work skills to grow in their career.
- **Responsibilities:** Taking full responsibilities of the Resort and Operations and directly reports to **Mr. Devendra Pratap Singh (Complex General Manager of The Serai Bandipur & The Serai Kabini)** and make sure that all the operations runs smooth with proper standards and procedures.
- **Evaluation:** Evaluate employee performance and provide immediate feedback to improve productivity & recognize positive performance.
- **Profit & Loss:** Looking into all the operations and work with Finance department to see the business profit and loss and try to increase the revenue in all aspects.

October 2012 – July 2016

Duty Manager

Al Maha, A Luxury Collection Desert Resort and Spa
Dubai, United Arab Emirates



Worked from October 2012 to July 2019 as a Duty Manager with Al Maha, A Luxury Collection Desert Resort & Spa is the best rated Resort located at Dubai Desert Conservation Reserve in Dubai, United Arab Emirates. The Resort was recognized as the Best Resort in Middle East in 2014 and achieved the 08 best Romantic Resorts in the world in the same year.

- **Responsibilities:** Taking full responsibilities of the Front Office department and was leading the team after the Room Division Manager.
- **Supervision:** Supervising all the operations at front office and majorly worked on the Guest service, front office operations including cashiering, auditing guest history details.

April 2012 – October 2012

Sr. Executive Butler

Jumeirah at Etihad Towers

Abu Dhabi, United Arab Emirates



Worked from April 2012 to October 2012 as a Sr. Executive Butler with Jumeirah at Etihad Towers located at the Corniche in Abu Dhabi in United Arab Emirates.

- **Pre-opening Team:** Worked as a part of pre-opening team which gave lots of new things to learn.
- **Club Rooms Service:** Worked as a supervisor in of the Club Rooms Butler service and was entirely responsible for all the guest stays.

May 2011 – March 2012

Senior Host/Butler

One & Only Royal Mirage

Dubai, United Arab Emirates



Worked from May 2011 to March 2012 as a Senior Host/Butler with One & Only Royal Mirage located in Dubai, United Arab Emirates.

- **Personalize Service:** Worked as a part Senior Host/Butler for all the VVIP guests of the Resort and delivers them the personalized service.

April 2009 – February 2011

Butler – Palace Services

The Leela Palace

Udaipur, Rajasthan, India



Worked from April 2009 to February 2011 as a Butler – Palace Services with The Leela Palace, Udaipur and this palace hotel is nominated and awarded for Best in the world several times by Conde Nast travelers.

- **Personalize Service:** Worked as a part Senior Host/Butler for all the VVIP guests of the Resort and delivers them the personalized service.
- **Recognition:** Nominated few times for the best employee and achieved maximum GEMS points within a year time.



Computer Proficiency

- Word
- Excel
- Power Point
- Opera, IDS, Fidelio & Ezee PMS
- Microsoft Office



Languages

- Hindi
- English
- Punjabi



Personal Interests

- Travelling & Adventures
- Photography
- Sports (Cricket, Volley Ball, Billiards)
- Music



Personal Details

Father's Name: Mr. Bodh Raj Katwal
Birthday: August 16, 1987
Gender: Male

Marital Status: Married
Nationality: Indian

Declaration

I, Ankush Katwal, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Ankush Katwal