# CURRICULUM VITAE



DHEERENDRA KUMAR

C-81, CHOTPUR, COLONY (ASHRAM), SECTOR 63, NOIDA

[**E\_MAIL**-dheerendradv3@gmail.com](mailto:E_MAIL-dheerendradv3@gmail.com)

**Contact no: 09818324178**

**Skills and aptitude**

* Team player and totally self-motivated

1. Flexible and able to quickly adapt to changing business environments
2. Responsible and object driven
3. Organized and system oriented
4. Customer service focus with strong interpersonal skills
5. Ability to effectively manage large staff and motivate and maintain a high level of morale and productivity
6. Ability to network and maintain strong working relationships.
7. Strong understanding of Co. Sops for effective bottom line management.

**Objective**

I aspire for a professional career, which will provide me with growth opportunities, suitably reward my skills and give a chance to constantly add value to the organization and society.

**November-2019 Onwards**

**Front Office Manager Nataraj Sarovar Portico, Jhansi (A sarovar group hotel)**

Nataraj Sarovar Portico is having 72 guest rooms and suites harmonize elegant décor, contemporary furnishings with modern amenities. All guest rooms feature a host of amenities, including Wi-Fi, LCD television, Tea / Coffee maker and much more. We are perfectly suited to accommodate all of the business as well as budget travelers’ needs. Over 85 hotels in 45 destinations in India.

**Job Profile**

* Responsible for taking care of all front office operations.
* Reporting directly to General Manager.
* Responsible for the training of department.
* Review the monthly business reports and analyze market and occupancy trends.
* Ensure that all the operational standards set for all the equipment & processes are followed.
* Work closely with the Sales and Marketing department in the area of promotions, special packages, corporate discounts, new accounts etc.
* Maintain regular contacts with corporate and individual customers, and build strong relationships with them.
  + - Responsible to ensure proper standard is maintained during in the department.
    - Handling online channel and Revenue management.
    - Preparation of all corporates like: - MIS.Analysis,

**July 2018 to October-2019 Onwards**

**Front Office Manager The India Benares, Varanasi (India Group)**

The India Benares is having 70 guest rooms and suites harmonize elegant décor, contemporary furnishings with modern amenities. All guest rooms feature a host of amenities, including Wi-Fi, LCD television, Tea / Coffee maker and much more. We are perfectly suited to accommodate all of the business as well as budget travelers’ needs. Over 03 hotels in 03 destinations in India (Lucknow, Varanasi, Musoorie).

**Job Profile**

* Responsible for taking care of all front office operations.
* Reporting directly to General Manager.
* Responsible for the training of department.
* Review the monthly business reports and analyze market and occupancy trends.
* Ensure that all the operational standards set for all the equipment & processes are followed.
* Work closely with the Sales and Marketing department in the area of promotions, special packages, corporate discounts, new accounts etc.
* Maintain regular contacts with corporate and individual customers, and build strong relationships with them.
* Responsible for Revenue Enhancement.
  + - Responsible to ensure proper standard is maintained during in the department.
    - Managing online inventory and rates as per market scenario.
    - Handling online channel and Revenue management.

**July 2017 to June 2018**

**Front Office Manager Driftwood hotels Ladakh, Leh**

* Driftwood Ladakh, Hotel with 32 Suites and 02 F & B outlets. Driftwood Ladakh is designed to meet the contemporary requirements of today's traveller. From tech-enabled spaces to inspired design, from affordable luxury to chic boutiques, from value-driven essentials to pampered indulgence.

**Job Profile**

* Responsible for taking care of all front office operations.
* Reporting directly to General Manager.
* Responsible for the training of department.
* Review the monthly business reports and analyze market and occupancy trends.
* Ensure that all the operational standards set for all the equipment & processes are followed.
* Work closely with the Sales and Marketing department in the area of promotions, special packages, corporate discounts, new accounts etc.
* Maintain regular contacts with corporate and individual customers, and build strong relationships with them.
  + - Responsible to ensure proper standard is maintained during in the department.
    - Managing online inventory and rates as per market scenario.
    - Handling online channel.
    - Working as a Sales Head for the Resort and meeting with Travel Agents and responsible for revenue maximization.

**April 2016 to June 2017**

**Duty Manager Mahagun Sarovar Portico Suites-Vaishali**

Mahagun Sarovar Portico Suites, Hotel with 127 rooms and 04 F & B outlets. Every Sarovar hotel is designed to meet the contemporary requirements of today's traveller. From tech-enabled spaces to inspired design, from affordable luxury to chic boutiques, from value-driven essentials to pampered indulgence, over 70 hotels in 48 destinations in India and abroad.

**Job Profile**

* Responsible for taking care of all front office operations.
* Reporting directly to Front Office Manager.
* Responsible for the training of department.
* Handling all the guest complaints & maintaining Guest comment history card.
* Entire knowledge of reservations.
* Taking care of all VIP’s
* Review the monthly business reports and analyze market and occupancy trends.
* Ensure that all the operational standards set for all the equipment & processes are followed.
* Work closely with the Sales and Marketing department in the area of promotions, special packages, corporate discounts, new accounts etc.
* Maintain regular contacts with corporate and individual customers, and build strong relationships with them.
* Responsible as a one point contact from front office for conferences.
  + - Responsible to ensure proper standard is maintained during in the department.
    - Checking all the Registration cards of the day.
    - Responsible for making the duty roaster for the team.
    - Responsible for giving training to new joiners.
* Co-ordinate with the Accounts for their queries of city ledger bills.
* Manage the Guest History System and effectively use the guest profiles
* Work in association with the Housekeeper for effective rooms management

**March 2014 Onwards to March 2016**

**Front Office Executive Mahagun Sarovar Portico Suites-Vaishali**

Mahagun Sarovar Portico Suites, Hotel with 127 rooms and 04 F & B outlets. Every Sarovar hotel is designed to meet the contemporary requirements of today's traveller. From tech-enabled spaces to inspired design, from affordable luxury to chic boutiques, from value-driven essentials to pampered indulgence, over 70 hotels in 48 destinations in India and abroad.

**Job Profile**

* Responsible for taking care of all front office operations.
* Reporting directly to Front office Manager.
* Responsible for the training of department.
* Handling all the guest complaints & maintaining Guest comment history card.
* Entire knowledge of reservations.
* Taking care of all VIP’s
* Review the monthly business reports and analyze market and occupancy trends.
* Ensure that all the operational standards set for all the equipment & processes are followed.
* Work closely with the Sales and Marketing department in the area of promotions, special packages, corporate discounts, new accounts etc.
* Maintain regular contacts with corporate and individual customers, and build strong relationships with them.
* Responsible as a one point contact from front office for conferences.
  + - Responsible to ensure proper standard is maintained during in the department.
    - Checking all the Registration cards of the day.
    - Responsible for making the duty roaster for the team.
    - Responsible for giving training to new joiners.
* Co-ordinate with the Accounts for their queries of city ledger bills.
* Manage the Guest History System and effectively use the guest profiles
* Work in association with the Housekeeper for effective rooms management

**June 2013 Onwards to Feb 2014**

**Front Office Executive Tree of Life Resorts & Spa Jaipur.**

**Job Profile**

* Responsible for taking care of all front office operations.
* Reporting directly to Front office Manager.
* Responsible for the training of department.
* Handling all the guest complaints & maintaining Guest comment history card.
* Entire knowledge of reservations.
* Taking care of all VIP’s
* Review the monthly business reports and analyze market and occupancy trends.
* Ensure that all the operational standards set for all the equipment & processes are followed.
* Work closely with the Sales and Marketing department in the area of promotions, special packages, corporate discounts, new accounts etc.

**March 2012 Onwards to May 2013 Mahagun Sarovar Portico Suites-Vaishali**

**Job Profile- Front Office Assistant**

* Record and post to the appropriate folio all charge payments of room accounts. This included both credit card and city ledger charges.
* Assignment of the guest’s safety deposit boxes, control to access and release of the boxes.
* Forecasting & Blocking the Rooms the position of the day
* Taking FIT & GIT Check – Ins & Check- outs

**August 2011 Onwards to Feb 2012 Clarks Inn Ghaziabad**

**Front Office Assistant**

* Handling Front desk operation and assisting FOM in day-to-day operation.
* Responsible for entire cashiering operation.
* Reporting to FOM in day-to-day operation.
* Taking check-in and checkout.
* Handling guest queries and maintain high standards of service by maximum guest satisfaction

## Achievement

* Nominate for the Employee of the month Twice.
* Got appreciation letter from GM for Managing The room position in tight situation & maintaining higher standard of guest service.

## INDUSTRIAL EXPERIENCE

* Four Months industrial training in **Usha Kiron Movie Ltd, in public relation department**

Ramoji Film City Hyderabad.

## EDUCATION

* MBA in Hotel & Tourism from CHM Institute of hotel & business management Ghaziabad in Year 2011.
* Completed B.A from Dr. B.R Ambedkar University in year 2009.
* Completed Intermediate from U P Board in year 2006.
* Completed Matriculation from Up Board in year 2004.

## HOBBIES: Listening to Music

**Personal Details:**

Father’s Name: Mr. Kunwarpal Singh

Date of Birth 16-07-1990

Sex Male

Nationality Indian

Marital Status Unmarried

Language Hindi & English

Permanent Address Vill-Umraopur,

Post-Baraishahpur, S. Rao

Dist-Mahamayanagar (U.P)

I declare that all the information mentioned is correct as per my knowledge.

**Place…**

**Date:**

**(DHEERENDRA KUMAR)**