

## Resume

Rakesh Kumar

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Mobile no: - +91-94597-15877.



### Personal Details:-

Rakesh Kumar S/O Late Sh.Kirpa Ram

Birth Date. :10-05-1984

Nationality : Indian

Religion : Hindu

Marital status. : Single

Address : Village. Thana, P.O. Gopalpur, Teh.Sarkaghat,  
Distt. Mandi (HP) Pin 175007

### Organisation Skills:-

- Able to understand, interpret guidelines and policies.
- Able to operate without supervision, both independently and in a time environment.
- Set common goals and objectives and ability to work to priorities.
- Excellent work hobbies with attention to details.
- Capable of researching facts and making critical decisions.
- Ability to analyse, implement and review action to achieve required results.

### Career Objectives:-

- My objective is to find a position where, I can use the knowledge and skills that I have also want to contribute to the growth and success of the company that I work for.

### Educational Qualification:-

- Matriculation from Himachal Pradesh Board Of School Education Dharamshala in

March 2001.

- Senior Secondary from Himachal Pradesh Board Of School Education Dharamshala in March 2003.
- Bachelor in Arts from Himachal Pradesh University Shimla in March 2006.
- Post Graduate Diploma in Computer Application from Society for Information Technology Development Shimla in Oct 2007 - Sep 2008.
- Master in Airlines Tourism and Hospitality Management from Punjab Technical University Jalandhar in Nov 2012- April 2014.

Professional Experience:-

- Three months industrial training in Housekeeping Department from Orange County Resorts & Hotel Ltd. Kabini Karnataka from 27th Dec 2013 to 29th March 2014.

Worked with Regenta Inn Vadodara (Royal Orchid Group of Hotels) From 14-March 2016 to 07 April 2017 as a Housekeeping Sr. Guest Service Associates. (Pre-opening Property).

- Currently working with Surya Mountain Resort & Spa Mcleodganj as a Housekeeping Sr.Supervisor (Units of Pride Group of Hotels) in 13 April 2017 to till the date.

Job profile:-

- Leading Housekeeping Department as Rooms/Public Area/All Food Outlets Etc.
- Reporting to General Manager.
- Handling Guest Complaints, Issues, Guest mails.
- Co-ordinate with other department for smooth operation.
- To co-ordinate with night closing of all updates and reports.
- Imparting appropriate training on House-Keeping, Standard Operating Procedures, Service Excellence and team work to enhance skill and motivation levels to the staff.
- Managing the duty roster for the staff including their leave appraisals and succession plans.
- Training of trainees and collecting reports of juniors staffs.
- Organize and supervise a shift with a view to providing fast and efficient Housekeeping Service.

**Technical Qualification:-**

- Having good knowledge of IDS Software
- Good knowledge of Computer
- MS Word, MS power Point, MS Excel & Internet knowledge

**Strengths:-**

- Ability to control self-discipline & emotion and
- Positive Attitude & confidence.

**Declaration:-**

I hereby declare that all information above mentioned is true, complete and correct to the best of my knowledge and belief.

Rakesh  
Kumar