

ARUN AMATYA

Digital Marketing

+61 0406926160

arunamatya@outlook.com

<https://www.linkedin.com/in/arun-amatya>

34 Rosette Parade
Mickleham, Victoria 3064



PAST WORK EXPERIENCE

JULY 2019 -
TILL DATE

Best Western Travel Inn Carlton

Night Manager

4 Star Hotel centrally located in the heart of Melbourne CBD offers exceptional value and warm service.

Responsibilities and achievements

- Manage night operations, ensuring smooth hotel operations and guest satisfaction.
- Create memorable experiences for guests through friendly and efficient check-in and check-out procedures.
- Anticipate guest needs, provide recommendations, and handle customer complaints in a professional manner.
- Maintain a sales attitude through up-selling and loyalty program sign-ups.
- Conduct daily operational briefing and prepare VIP reports, room allocation, and inventory balancing

MARCH 2018 -
JULY 2019

Vibe Carlton Hotel

Night Manager

Responsibilities and achievements

- Managed night operations and oversaw front office procedures.
- Provided personalized service to guests, handled their requests, and resolved complaints promptly.
- Collaborated with other departments to ensure seamless hotel operations and guest satisfaction.
- Generated additional revenue through up-selling and cross-selling strategies.
- Conducted daily operational briefing and prepared VIP reports, room allocation, and inventory balancing.

OCT 2016 -
MARCH 2018

AitkenHill Conference Centre

Night Auditor

Responsibilities and achievements

- Managed night audit procedures and reconciled daily reports.
- Maintained strong working relationships with colleagues and ensured efficient communication.

CAREER SUMMARY

After spending about two decades working in the hospitality industry. I am excited to upgrade myself in the field of digital marketing. I am looking for a digital marketing internship that will provide me with a dynamic and stimulating environment where I can apply my theoretical knowledge in SEO, social media marketing and so on. assembly, analytical analysis, etc. My goal is to gain hands-on experience in digital marketing while learning from seasoned industry professionals. I am confident that I can contribute to the development of effective digital marketing strategies to effectively reach and engage the target audience.

EDUCATION & QUALIFICATIONS

DDLS

Certified Digital Marketing Professional

Meridian Hotel School, Melbourne

Commercial Cookery

2009

Presidency College Of Hotel Management.

Bachelor in Hotel Management

2000

PROFESSIONAL DEVELOPMENT

Google Ads Search Certification

2023

Introduction to Computer Science

Udemy Academy

2021

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WORK EXPERIENCE

AUG 2015 -
OCT 2016

PARKROYAL Melbourne Airport

Guest Service Agent

Responsibilities and achievements

- Provided personalized service to guests, handled check-in and check-out procedures, and assisted with luggage
- Assisted in current and future bookings, created and updated reservations, and managed room inventory
- Collaborated with other departments to ensure seamless hotel operations and guest satisfaction
- Generated additional revenue through up-selling and cross-selling strategies.

2000 -
2015

Various Hospitality Industry

Casual Chef/ Guest Service Agent/Supervisor

Responsibilities and achievements

- Preparation of Various meals and assisting the head chef.
- Ordering stock for the kitchen and checking the deliveries.
- Daily cashiering and reconciling of the front office reports.
- Monitoring the service standard of the front-of-house departments and outlets.
- Responding to internal and external phone calls, emails, and other inquiries efficiently and professionally
- Anticipating Guest Needs prior to arrival and during their stay.
- Create memorable experiences for guests through friendly, efficient
- check-in and check-out, tailored to guest needs.
- Multiple letters of recognition for outstanding guest feedback.
- Employee of the Year 2007 at Radisson Hotel.
- Award of Honesty at Radisson Hotel
- Highest Up-seller for the Month at Park Royal Melbourne

SOFT SKILLS

- Customer service
- Teamwork and collaboration
- Adaptability and flexibility
- Time management and organization
- Problem-solving and critical thinking
- Communication skills

TECHNICAL SKILLS

- Email marketing
- SEO
- Content Marketing
- Social Media Marketing
- Display Advertising
- Website Optimization
- Analytics with Google Analytics
- PPC advertising
- Basic Front-End Development
- Analytical Skills
- Google Ad
- E-Commerce

PROFESSIONAL REFERENCES

Available Upon Request.