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# MANMEET SINGH

Multilingual hospitality professional with international experience supporting back-office operations in Sales, Marketing, and Reservations within 4-star and 5 star luxury hotels across Italy and Germany. Proficient in hotel software systems including Opera, Protel, Simphony, Salesforce, and HubSpot. Proven ability to manage B2B communications, execute digital campaigns, optimize booking processes, and support revenue initiatives. Known for attention to detail, guest-focused mindset, and smooth cross-departmental coordination in high-paced, multicultural environments.

## EXPERIENCE

**Assistant Sales & marketing Manager** (Dec 2023 - Present)

*Rome Guide Services- Rome, IT*

- Managed B2B sales outreach and client communications, increasing booking volume by 30% within 6 months.
- Coordinated group bookings and tailor-made packages for luxury hotel partners and travel agencies.
- Executed digital marketing campaigns across SEO and social platforms, improving lead generation by 35%.
- Monitored the guides on tours at different locations (varies between 6-9 guides)

**Guest Service Agent** ( Feb 2025 - Oct 2025 )

*Collegio Alla Querce, An Auberge Resort Collection (Pre-opening)*

- Handled VIP check-ins/check-outs with high discretion.
- Coordinated with departments to resolve guest issues.
- Assisted with concierge tasks, including transport, reservations, and local information.
- Delivered concierge services and upheld luxury standards.

**Hotel Operations Assistant** (Mar 2024 - Oct 2024)

*Falkensteiner Hotel & Spa-Jesolo, IT*

- Supported daily operations across Back Office and Front Office during high season with always more than 95% occupancy.
- Helped process and manage over 250 guest daily using Opera PMS and Protel.
- Communication between departments and guests to ensure seamless service delivery.
- Trained on back-office SOPs for VIP arrivals, guest profiling, and billing reconciliation.

**Night Auditor** (Nov 2022- Oct 2023)

*NH Hotel- Leipzig, GER*

- Audited daily financials with 100% accuracy, contributing to efficient nightly closings and reporting.
- Provided late-shift guest assistance, achieving 4.3+ satisfaction scores on post-stay reviews.
- Supported reservations and billing corrections during off-hours using Opera PMS.
- Assistant Front Office Manager

**Marketing Ambassador & Recruiter** (Oct 2021 - Jun 2022)

*WOLT Enterprises Deutschland GmbH- Leipzig, GER*

- Recruited and trained 180+ couriers, expanding the local service network during peak demand.
- Designed and implemented targeted campus campaigns, increasing app sign-ups by 25%.
- Managed weekly performance reports via Google Workspace and Hubspot CRM.

**Intern Network Analyst** (Jul 2022 - Sept 2022)

*Leipziger Verkehrsbetriebe (LVB) GmbH- Leipzig, GER*

- Analyzed internal system efficiency and contributed to a 15% reduction in data latency.
- Built executive dashboards using Power BI to present findings to senior management.
- Assisted IT department with infrastructure documentation and cross-team support.

## LANGUAGES

English(Native level)

German(Business Proficiency )

Italian(Business Proficiency)

Punjabi (Mother Tongue)

Hindi(Native level)

Urdu(Advanced level)

## EDUCATION

BSc Computer Science (major)

Marketing (minor)

*Lancaster University Leipzig, GER*

Master in Business Administration  
*SDA School Of Management, IT*

## SKILLS

- Opera
- Customer Relation Management
- Digital Marketing Tool
- Adobe Products
- Salesforce
- Search Engine Optimisation
- Microsoft Family
- Hubspot
- Power BI
- SAP
- Google Workspace
- Simphony
- Protel