



## Ajay

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**Address:** Kanakkada Parambil (H),Ponekkara,  
Ernakulam,Kerala, Aims P.O

### OBJECTIVE

To work as position to ensure customer satisfaction by achieving delivery of service quality norms through interaction with clients, prompt handling of guest request, and complaint resolution.

### CORE COMPETENCIES

- ★ General Administration
- ★ Facility Management
- ★ Guest Relationship Management

### TECHNICAL SKILLS

- ★ PC, Hardware and Networking

### EXTRA CURRICULAR ACTIVITIES

- ★ promoting a positive, tolerant and multicultural school environment

### PERSONAL DOSSIER

**Date of Birth:** 10<sup>th</sup> Dec 1996

**Languages Known:** English, Malayalam

### About Me

With a solid background in guest service and hotel operations, I bring hands-on experience in room inspections, guest interactions, and cross-functional training. My tenure in roles at OYO Homes & Hotels Pvt Ltd and Hotel Jass Continental has honed my skills in maintaining high-quality standards and fostering positive guest experiences. Eager to transition into a hotel management position, I am dedicated, adaptable, and committed to driving excellence in hospitality.

### WORK EXPERIENCE

**November 2021-Current Cochin, India**

#### Store Manager

##### OLA ELECTRIC PVT LTD

- Leadership: Ability to lead and motivate a team to achieve sales targets and provide excellent customer service.
- Staff Management: Experience in hiring, training, scheduling, and evaluating employees to ensure a productive and efficient workforce.
- Communication: Strong verbal and written communication skills to interact with customers, employees, and upper management effectively.
- Problem-Solving: Proven ability to identify issues, develop solutions, and implement strategies to improve store performance and resolve customer complaints.
- Inventory Management: Proficiency in inventory control, ordering, and stock replenishment to maintain adequate product levels and minimize shortages.

**APRIL 2019-AUG 2020**

#### Hotel manager

##### OYO HOMES & HOTELS PVT LTD

- Performing self room inspections and accepting feedback from room quality inspections performed by inn management and trained team members
- Cross train in laundry, maintenance, and/or front desk job functions, if possible
- Other duties as assigned

**5 JUL 2017 APRIL 2019 Malappuram, India**

#### Senior guest service associate

##### HOTEL JASS CONTINENTAL

- Maintain positive guest interactions and provide special services for guests upon request
- Communicate with front desk staff daily room information, maintenance cards, lost and found items and any discrepancies between stayovers and checkouts

### ACADEMIC CREDENTIALS

#### B.Sc. (Hospitality and Hotel Administration)

Oriental School of Hotel Management, Wayanad , Kerala.

**IGNOU** (NCHMCT under the ministry of Tourism Govt.of India)

Indira Gandhi National Open University, New Delhi.

### INDUSTRIAL TRAINING

**Organization:** The Zuri Kumarakom Resort & spa

**Role:** IET

**Duration:** 06 months