





## CONTACT

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-  Indian

## SKILLS

- Turndown duties
- Chemical storage and handling
- Complaint handling
- Stock replenishment
- Regulatory compliance
- Waste management
- Rotation cleaning
- Room security
- Inventory forecasting
- Lost and found management
- Preventative maintenance
- Tailored customer service
- Housekeeping
- Hospitality expertise
- Cleaning supplies maintenance
- Bathroom stocking
- White glove customer service
- Guest relations
- Just In Time stock control
- Team oversight
- Lost and found procedures
- Toilet sanitisation
- Waste removal
- Waste disposal
- Furniture polishing
- Corporate compliance
- Window treatment
- Linen and toiletry replenishments
- Steam cleaning
- Documentation development
- Detail-orientated
- Floor vacuuming and mopping
- Room tidying
- Issue resolution

# RONITKUMAR PATEL

## PROFESSIONAL SUMMARY

Responsible individual with proven housekeeping experience across several hotels and resorts. Seeks to bring reliable and well-developed Room Attendant skills to established organisation.

## WORK HISTORY

**Internship as a Housekeeping Attendant** 12/2022 - 06/2023  
**Yishun Central Khoo Teck Puat Hospital** - Singapore

- Performed duties with maximum discretion and confidentiality in order to ensure Client privacy.
- Identified cleaning efficiencies to reduce average room preparation times.
- Cleared and organised Back of Hospital areas to minimize accident risks.
- Addressed Client' problems and fulfilled special requests.
- Reported maintenance issues for prompt resolution.
- Replenished consumables and refreshments to enhance Client comfort.
- Stocked trollies to maintain stable cleaning supplies.
- Welcomed guests, answered questions and anticipated service needs, maintaining excellent customer satisfaction.
- Secured Patient rooms after performing housekeeping services.
- Delivered outstanding service to boost customer retention and referrals.
- Expertly operated cleaning equipment to fulfil time targets.
- Followed COSHH and fire procedures to maintain hotel health and safety.
- Delivered extra linen and toiletries to meet guest needs.
- Stripped and remade beds, placing soiled linen in appropriate area.

**Cashier** 06/2019 - 06/2022  
**Udaan Logistics Pvt. Ltd.** - India

- Operated cash registers with proficiency during high-volume shopping times, reducing customer queues.
- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
- Performed accurate cash counts at store opening and closing.
- Displayed and restocked merchandise by following brand guidelines.
- Assisted in smooth running of shop floor processes by helping customers locate items and ensuring signage and pricing accuracy.
- Checked identification for proof-of-age as required, refusing alcohol and tobacco sales to underage customers.
- Maintained, organised and cleaned customer areas, efficiently completing daily recovery checklists.
- Recorded daily transaction information using POS systems, enabling stock success monitoring.
- Encouraged customers to join in-store reward programs, promoting loyalty and increasing sales possibilities.
- Helped customers to locate specific products by conducting thorough stockroom checks, delivering exceptional service.



- Maintenance reports
- Materials storage
- Laundry sorting and ironing
- Countertop cleaning
- COSHH compliance

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## LANGUAGES

**English:** Native language

**B.D Executive**  
**Paytm** - India

01/2017 - 09/2018

- Guided company progress by defining, establishing and implementing organisational goals, policies and procedures.
- Utilized Basecamp software to research legal matters, monitor company operations and prepare financial reports.
- Directed accomplished teams, demonstrating expertise within staff development, strategic talent acquisition and transformational leadership.
- Upskilled and re-skilled dynamic teams through strategic training, individual performance reviews and annual appraisals.
- Directed staffing requirements, managed priorities and coordinated workflows to uphold productivity objectives.
- Oversaw HR functions, including hiring, staffing, training, payroll and labour law compliance.
- Interpreted underlying risks, business needs, client requirements and cost structures to increase forecasting accuracy.
- Supervised budgets and timelines, ensuring progress met project scope targets.
- Spearheaded development and delivery of future product offerings based on in-depth market research.
- Kep accurate company records, upholding compliance with regulations and company policies.
- Confidently communicated and negotiated high-profit deals and contracts with key stakeholders in global markets.
- Proactively built, nourished and converted local opportunity pipelines.
- Generated and achieved regional revenue goals, exceeding targets within company growth strategies.

**Operation Executive**  
**Flipkart** - India

07/2015 - 05/2016

- Negotiated agreements with diverse parties to support strategic plans.
- Monitored and reported on ongoing projects to help achieve departmental targets.
- Implemented operational business plans, establishing priorities and recommending improvements.
- Measured compliance to existing policies.
- Collaborated with cross-functional teams to develop and implement new policies.
- Oversaw staff operations, training and performance to accomplish objectives.
- Directed recruitment activities to select and hire talented workforce.
- Coordinated strategic planning activities based on current data.

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## EDUCATION

**DIPLOMA IN HOSPITALITY & TOURISM MANAGEMENT, 2023**  
**INTERNATIONAL MANAGEMENT & SPORTS COLLEGE** - Singapore

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## HOBBIES

- Room decorating
- Gardening
- Cooking