



Shyam Sharma

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Front Office Manager

Snapshot: Accomplished & result focused senior professional with about 2 years of experience in end to end customer support processes encompassing transition, knowledge transfer, training & development and operations across diverse organizations. Acknowledged by clients & the senior management for consistently enhancing client satisfaction through superior service quality across professional career; exploring challenging managerial assignments with a professionally managed organization

PROFESSIONAL EXPERIENCE

OM PLAZA GUEST HOUSE (Front Office, Accountant)

April 2017- Jul 2020

Process Associate

Organization Profile:

Om plaza Guest House is the best provider of intelligent information in Finance and Accounting, Risk and Compliance, Legal, Market and Media all over the India.

Key Qualifications & Responsibilities

- Ensured compliance with hotel company standards and city hospitality policies.
- Reviewed items of note to determine what needed to be communicated to staff of subsequent shifts.
- Liaised with housekeeping staff to ensure all rooms were clean and ready to accommodate new guest arrivals.
- Informed customers about payment methods and verified credit card data.

Responsibilities:

- Planned, created and executed training programs .
- Generated leave reports, weekly, Daily and monthly reports Monthly Stock in Excel .
- Maintained and reported all special projects of my team to the reporting manager.
- Took many responsibilities during organizational wide events and a member of Fun committee.
- Maintaining Production sheet and the Quality tracker of the entire team.
- Taking feedback and Refresher sessions for new hires based on their Performance.

Royal Ace Boutique Hotel (Front office Manager)

Oct 2021- Sep 2022

Summary

Dedicated Hotel Front Desk Agent offering more than 6 Months in the hospitality industry as well as in-depth knowledge of hotel desk operations. Consistently delivers first-rate service and fosters positive relationships with guests to promote customer satisfaction and loyalty. Tech-savvy, highly accurate, and efficient in data entry and general operations.

Highlights

Currency rates	Microsoft Office Suite
Housekeeping schedules	Wake-up calls
Quality assurance	Relationship building
Guest experiences	Lost & found items
Event planning	Budgeting & inventory

Experience

Ensured compliance with hotel company standards and city hospitality policies.

Reviewed items of note to determine what needed to be communicated to staff of subsequent shifts.

Liaised with housekeeping staff to ensure all rooms were clean and ready to accommodate new guest arrivals.

Informed customers about payment methods and verified credit card data

Plan schedule and supervise the work of other 4 Front Desk employees

Process guest arrivals and departures, including all necessary payments

Oversaw guest registration reservations and other clerical duties with a focus on quality and courtesy

Solid experience in accounting functions, such as account Payable/Receivable and auditing

Offer referral for services and handle requests for information

Communicate with all hotel departments efficiently and maintain the function board in the hotel lobby

Arrange for shuttle services and assist with other guest transport needs

Confirm sufficient supplies are ready and available to last the entire shift

Direct phone calls as necessary and ensure incidental services (movies, phones, video games, etc.) are active or restricted

Answered inquiries pertaining to hotel services guest registration and travel directions or make recommendations regarding shopping, dining, or entertainment

Improved property management functionality by submitting key change requests

Coordinated sale and planning for wedding parties and events

Maximized revenues partnering with regional manager to forecast rates based on market trends

Confirmed reservation in system and reviewed all noted information

Recorded guest comments or complaints referring customers to managers as necessary

Promoted positive guest relations to all individuals approaching the Front Desk

Liaised with vendors to resolve issues with Internet phone and in-room movies

Issued keycards and escort instructions to bellhops

Cleaned and maintained lobby and common areas, restocking supplies and watering plants

Advised housekeeping staff when rooms have been vacated and are ready for cleaning

Deposited guest valuables in hotel safes or safe-deposit boxes

Yellow bamboo resort and spa (Front office Manager)

Oct 2022- July 2024

Summary

Dedicated Hotel Front Desk Agent offering more than 6 Months in the hospitality industry as well as in-depth knowledge of hotel desk operations. Consistently delivers first-rate service and fosters positive relationships with guests to promote customer satisfaction and loyalty. Tech-savvy, highly accurate, and efficient in data entry and general operations.

Highlights

Currency rates	Microsoft Office Suite
Housekeeping schedules	Wake-up calls
Quality assurance	Relationship building
Guest experiences	Lost & found items
Event planning	Budgeting & inventory

Teleperformance (AXIS Bank, D.O)

Jan 2021 – July 2021

Research Analyst

Organization Profile:

Teleperformance, a leading provider of financial data and analytics, offers instant access to information to thousands of financial professionals around the globe.

Profile:

- To capture key company data after understanding and analyzing by companies.
- Converting a lead into hardcore sale in G.I L.I, Credit card, Loans and Account opening etc
- Making a good relationship with customers , it help for renewal process

Job Duties as Front Office Professional

- Plan schedule and supervise the work of other 4 Front Desk employees
- Process guest arrivals and departures, including all necessary payments
- Oversaw guest registration reservations and other clerical duties with a focus on quality and courtesy
- Solid experience in accounting functions, such as account Payable/Receivable and auditing
- Offer referral for services and handle requests for information
- Communicate with all hotel departments efficiently and maintain the function board in the hotel lobby

- Arrange for shuttle services and assist with other guest transport needs
- Confirm sufficient supplies are ready and available to last the entire shift
- Direct phone calls as necessary and ensure incidental services (movies, phones, video games, etc.) are active or restricted
- Answered inquiries pertaining to hotel services guest registration and travel directions or make recommendations regarding shopping, dining, or entertainment
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- Promoted positive guest relations to all individuals approaching the Front Desk
- Liaised with vendors to resolve issues with Internet phone and in-room movies
- Issued keycards and escort instructions to bellhops
- Cleaned and maintained lobby and common areas, restocking supplies and watering plants
- Advised housekeeping staff when rooms have been vacated and are ready for cleaning
- Deposited guest valuables in hotel safes or safe-deposit boxes

ACADEMICS

Academic Qualifications	University / Board / Institute	Year of Passing
B.Com	Lal Baba College, Calcutta University	2018
12th	Digamber Jain School, W.B.H.S.E	2012
10th	Lal Baba Vidyalaya, W.B. Board	2010

COMPUTER PROFICIENCY

Operating Systems	:	Windows, Tally Erp9, E-Zee, Ids, Innkey ,Wincloud etc.
Packages	:	MS-office

PERSONAL PROFILE

Date of Birth	:	Feb 27th, 1992
Gender	:	Male
Marital Status	:	Unmarried
Hobbies	:	listening to music and playing cricket.
Languages Known	:	English, Hindi, Bengali, Marwari