

**ABHISHEK KUMAR****Duty Manager****Contact Information:**

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**Professional Summary:**

Dynamic and results-driven Duty Manager with extensive experience in overseeing operations, managing staff, and ensuring exceptional customer service. Proven track record of optimizing workflows, enhancing efficiency, and driving revenue growth & guest satisfaction.

**Professional Experience:****Duty Manager, Radisson Blu Marina Connaught Place, New Delhi (Mar 2023 - Present)**

- Lead teams to provide superior customer service and ensure smooth hotel operations
- Implemented training programs to enhance staff performance and adherence to brand standards
- Resolved guest complaints promptly, maintaining high guest satisfaction
- Streamlined operations, improving efficiency
- Managed room inventory, reservations, and group bookings for maximum occupancy and revenue optimization
- Conducted regular audits to maintain accuracy and compliance with company standards

**Duty Manager, Residences managed by Accor, Doha (Sep 2022 - Feb 2023, 6 months, Contract)**

- Led 80 staff members, ensuring superior customer service and smooth operations for 1296 keys
- Implemented training programs to enhance staff performance and adherence to brand standards
- Resolved guest complaints promptly, maintaining high guest satisfaction

**Assistant Manager, Expedia Process at IGT Solutions Pvt Ltd, Gurugram (Oct 2020 - Aug 2022, 1.10 years)**

- Ensured guest satisfaction
- Managed associates, auditing quality of chats/emails
- Maintained Average Handling Time through training
- Coached team leaders to maintain guest satisfaction scores
- **Front Office Executive & Associate, Marriott International (Four Points by Sheraton, Bengaluru & Fairfield by Marriott Goa, Anjuna (Feb 2018 - Aug 2020, 2.5 years)**

- Supervised front desk staff, providing training on customer service and hotel procedures
- Coordinated with housekeeping staff to ensure clean, tidy rooms
- Ensured smooth check-ins/outs and room controlling
- Identified upsell opportunities to maximize hotel revenue

**Achievements:**

- Enrolment Champion of the Quarter: Radisson India
- Bravo Award received from, Mr. Nikhil Sharma (Managing Director & Area Senior VP at Radisson Hotel Group)
- Department Champion and Employee of the Month (3 months in a row) at Four Points by Sheraton, Bengaluru
- Certified Basic First Aider & CPR from Venture Gulf Training Centre, Doha, Qatar
- Guest Satisfaction Champion | | Radisson Rewards Champion
- Upsell Champion
- Guest Recognition Award at Radisson Blu Marina CP, New Delhi & Fairfield by Marriott Goa, Anjuna

**Areas of Expertise:**

- Guest complaint handling & PMS (Opera & Hotelogix) expert
- Upselling and generating incremental revenue
- Guest voice satisfaction and achieving goals
- Team handling & conflict resolution

**Technical Skills:**

- PMS: Opera, Hotelogix, ShawMan
- GDS: Amadeus, Sabre, Farelogix
- Reservation system: Synxis

**Personal Details:**

- Date of Birth: 25th February 1997
- Nationality: Indian
- Language: English (Fluent), Hindi (Native)
- Hobbies: Listening to music, playing cricket, writing blogs