



CURRICULUM VITAE

NAME: T. DIPU SINGH

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Hospitality Professional with Credentials of Opening Properties (Front Office), Planning and Strategizing Management, with added experience in F&B Service, Concierge and Travel Operations.

Professional Experience:

- Working with The Greenwood Hotel Guwahati as FOM since 02nd April 2024.
- Worked with Storii by ITC Hotels Amoha Retreat Dharamshala as FOM from 2nd Oct 2023 to 30th March 2024.
- Worked with Radisson Guwahati as Senior Duty Manager (AFOM) from 20th September 2022 to 30th Sep 2023.
- Worked with Vivanta Panaji Goa as Duty Manager from 08th November 2021 to 31st August 2022.
- Worked with Vivanta Guwahati from 09th November 2015 to 30th October 2021 as a Duty Manager (Preopening Team and responsible for setting up Concierge and Travel Desk).
- Key role in handling FAM Groups in Vivanta Guwahati.
- Handled rooms and Hotel transport for groups like South Asian Games 2016, Indian Super League 2017/2018, Under 19 FIFA World cup 2019, Namami Brahmaputra River festival 2017, Asian Paint, Fullerton, Advantage Assam, IOCL, WHO Meeting, Film fare award 2020 and FICCI,
- Worked with The Taj Mahal Hotel New Delhi as Concierge Executive from 02nd October 2012 to 02nd November 2015.

- Worked with Radisson Blu Hotel Delhi (PaschimVihar) as Food and Beverage Associate for six months.(Nov 2010 to April 2011)
- Worked with Radisson Blu Hotel Delhi (Mahipalpur) as Food and Beverage Associate for nine months.(Feb 2010 to Oct 2010)
- Worked as Management Trainee with Haldiram's Pvt Limited.

Recognitions:

- Awarded Managing Directors club (based on guest recognition online) twice by IHCL for the year 2017 /2018 and 2021/2022.
- Awarded Great Deeds at Taj Mahal Hotel New Delhi in 2013 for out of the box Guest Satisfaction.
- Awarded best WOW story at Taj Mahal Hotel New Delhi in 2014 for converting Complaint of a guest into a Compliment.

Key responsibilities

- Handling huge blocks of Casinos, VIP Groups and high occupancy at Vivanta Panaji Goa.
- Leading the Department as Duty Manager and performing all Portfolios as Deputy Front Office Manager at Vivanta Guwahati.
- Group Handling and billings, Complaint handling and reservation queries handling in absence of in-house reservation.
- Through Knowledge of Fidelio/Opera.
- Handling guest queries on the phone, in person as well as through emails.
- Making of Daily business/Sales report.
- Entire Concierge operations and Entire Front Office Staff Training.
- Booking for the air tickets and train tickets, web check-in, cancellation, amendments of air tickets, Making tour itinerary and suggesting tour packages.
- Suggesting local sightseeing places, restaurant and shopping options.

- Booking different types of vehicle as per the guest requirement for Airport arrival, departure, local use and out stations.

Training & Experience:

- Done Industrial Training from THE GRAND New Delhi.
- Participated in five day Oriya food festival(Dilli Haat) and Part of Olive Bar & Kitchen in the Wills India Fashion Week 2008
- Went for outdoor caterings at Hyatt regency, The Grand, The Imperial, YellowChili (Amritsar), YellowChili (Noida), The Bristol (Gurgoan), TridentHilton (Gurgoan),Laughter challenge (Chanakyapuri).

Professional Qualification:

- MBA in Sales & Marketing from Lovely Professional University.
- PG Diploma in Hospitality and Tourism Management from K.K Handique State Open University, 2012.
- B.SC in HOTEL MANAGEMENT and TOURISM from LBIIHM NewDelhi (IASE Deemed University), 2009.
- Diploma in HOTEL MANAGEMENT and TOURISM from LBIIHM New Delhi, 2009.

Academic Qualification:

- Bachelors of Arts from DELHI UNIVERSITY, 2010.
- H.S /10+2 from Assam Higher Secondary Education Council(AHSEC) 2006
- HSLC/10th from Secondary Education Board of Assam(SEBA) 2004

Personal Information:

Father's name: T Nongyai Singh Date of Birth:
31-05-1988.

Sex: Male Religion:

Hindu Nationality:

Indian

Marital Status: Married Height: 5 Feet

11 Inches

Language Known:

English, Hindi, Manipuri, Bengali, Assamese & Nepali.

Hobbies:

Playing Cricket and Working out at Gym.

Co-Curricular activity:

- Played Second Division Cricket League at district Level.
- Won Gold in Arm Wrestling in 55 kg – 60 kg Category in District Level Competition.

Mailing Address:**Date: 11-12-2024**

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