



SAURABH PATIL



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Nashik, India

Education

Master of Business Administration (HTMi), 2023 - 2024

Hotel & Tourism Management Institute, Switzerland

Master of Science (Hospitality & Tourism Management), 2023 - 2024

Eidenberg Napier University, Switzerland

Bachelor of Commerce (Accounts and Audit), 2012

University of Pune, India

Certifications

- Certification in Hotel Receptionist & Opera Software for Hospitality Professional Level 1, 2018
- Certification in Human Resources Management, Udemy, 2022

Computer Skills

- Windows, MS-Office

❖ Profile Snapshot

- Experienced hospitality professional with 7+ years of demonstrated in HR procedures, financial reconciliation, and compliance within the hospitality industry
- Proven track record in delivering excellence in administrative and front-office operations across prestigious hospitality settings
- Demonstrates a relentless commitment to service excellence, operational efficiency, and team leadership
- Excellent multitasker, able to prioritize effectively in fast-paced environments, with a detail-oriented approach ensuring accuracy and precision
- Outstanding communication in English, Hindi and Marathi and interpersonal skills, with a history of exceptional customer service and a track record of improving operational efficiencies and guest satisfaction
- Strong analytical and research skills, with a continuous passion for learning and professional development

❖ Key Achievements

- Attained a remarkable 95% guest satisfaction rate, maintaining flawless accuracy in financial transactions and achieving a 98% service quality satisfaction rating.
- Led recruitment efforts, enhancing staff efficiency by 20% and slashing administrative errors by 30%. Achieved a 95% retention rate during probation through effective on boarding and brand training programs.
- Enhanced VIP guest experience, leading to a 20% increase in bookings and revenue through guest referrals. Achieved a 95% issue resolution rate within 24 hours, significantly improving guest satisfaction.
- Executed successful upselling strategies, increasing while maintaining a 95% guest satisfaction rating. Efficiently managed staff schedules.

❖ Skills

HR Management | Administrative Support | Front Office Operations
Customer Service Excellence | Team Leadership & Coordination
Multitasking | Communication & Interpersonal Skills | Analytical & Research Abilities
Training & Development | Recruitment life Cycle | Guest service excellence
Reservation Management | Upselling & Cross-selling

❖ Work Experience

Senior Front Office Executive

Ibis Hotel Nashik, India | July2024-December 2024

- Providing high-quality guest relations, including receiving and resolving complaints
- Handling check-ins and check-outs, and assigning guest rooms
- Providing a warm welcome to guests, and helping with any queries or needs
- Maintaining quality assurance ratings through guest comment cards, accounting audits, and inspection scores
- Performing clerical tasks, which may include accounting and finance duties

Personal Details

- Nationality: Indian
- Marital Status: Single
- Date of Birth: 21/11/1991

Professional References

- Available on request

- Performing administrative duties, such as answering and forwarding phone calls, and scheduling appointments
- Processing guest payments and Reporting to management and following Accor standards.

Night Audit Assistant

Novotel Zurich Airport, Switzerland | Dec 2023 – June 2024

- Managing check-in/out for international guests and achieving a 95% satisfaction rate
- Handling reservations and correspondence with a 90% response rate
- Maintaining 100% accuracy in financial transactions and reporting, adhering to Accor standards
- Involved in preparing daily financial reports as per the standard protocols and with 99% accuracy
- Fostering a professional guest care environment and contributed to a 98% service quality satisfaction rating

Learning and Development Executive

Compass Catering Services WLL, Qatar | Jan 2022 – Jan 2023

- Oversaw recruitment process and reduced time-to-hire by 20% through effective talent sourcing and management
- Conducted induction and orientation to new hires, securing a 95% retention rate during probation
- Developed & implemented training initiatives and boosted employee productivity
- Enhanced HR processes, leading to a 30% reduction in administrative errors
- Ensured 100% compliance with company policies through meticulous documentation

Front Office Supervisor

St. Lauren Hotel, India | Sep 2021 – Dec 2021

- Managed office operations, offered administrative support, and achieved a 25% reduction in supply expenses
- Streamlined record management and improved data retrieval efficiency by 20%
- Produced high-quality documentation and correspondence

Sr Front Office Executive

Amarah Hotel, Oman | Nov 2018 – Dec 2019

- Improved reservation and guest communication processes and increased repeat bookings by 15%
- Streamlined room assignments and inventory management and reduced wastage by 10%
- Resolved guest issues with 95% resolution rate in 24 hours, enhancing satisfaction
- Supervised staff scheduling and reduced service delay complaints by 20%

Front Office Executive

Treebo Hotel, India | Sep 2017 – Aug 2018

- Led front office operations with a focus on guest service excellence and achieved a 95% guest satisfaction rating
- Drove sales through effective up-selling and increased average revenue per guest by 10%

- Achieved a 90% issue resolution rate within 24 hours and maintained high customer satisfaction
- Managed staff scheduling efficiently and reduced cutting overtime costs by 15%

Front Office Executive

The Suresh Plaza, India | Oct 2016 – Aug 2017

Front Office Executive

The Hotel Royal Heritage, India | Jan 2014 – Jan 2016

Accounts Assistant

Kulkarni and Kulkarni Co, India | Mar 2013 – Sep 2013

Accounts Assistant

Aurangabadkar and Associates, India | Aug 2012 – Feb 2013

Accounts Assistant

SS Mutha and Co, India | Feb 2012 – Aug 2012