



DHEERAJ SAVNER

CONTACT

- +91 9691995060
- dheerajmr360@gmail.com
- Indore

EDUCATION

Year of Completion: 2024

INDIRA GANDHI NATIONAL OPEN UNIVERSITY (IGNOU)

- Post Graduate Diploma in Hotel Operations

Year of Completion: 2023

INDIRA GANDHI NATIONAL OPEN UNIVERSITY (IGNOU)

- Diploma in Tourism Studies

Year of Completion: 2021

BARKATULLAH UNIVERSITY

- Bachelor of Commerce (B.Com)

SKILLS

- Front Office Operations
- Guest Relations Management
- Communication and Interpersonal Skills
- Problem Solving and Conflict Resolution
- Proficiency in MS Office and PMS Software

LANGUAGES

- English (Fluent)
- Hindi (Fluent)

PROFILE

Dedicated and customer-focused professional with a strong academic background in commerce and tourism studies, coupled with practical experience in front office operations. Seeking to leverage my skills and expertise in the hospitality industry to deliver exceptional guest experiences and contribute to organizational growth..

WORK EXPERIENCE

Front Office Associate Intern

2024 - PRESENT

Resort Decoracao Corbett - Jim Corbett National Park, Uttarakhand

- Assisted guests with check-ins, check-outs, and reservations, ensuring seamless operations and exceptional service delivery.
- Handled guest inquiries, resolved complaints promptly, and provided accurate information about the resort's facilities and services.
- Maintained front desk operations and coordinated with various departments to ensure guest satisfaction.
- Processed financial transactions, including payments, refunds, and billing inquiries, with high accuracy and efficiency.
- Upsold resort services and packages, contributing to increased revenue and guest satisfaction.
- Organized guest itineraries and provided personalized recommendations for local attractions and dining experiences.
- Ensured adherence to company policies and maintained a high standard of professionalism at all times.
- Trained new front desk staff, fostering a collaborative team environment and ensuring operational consistency.
- Utilized property management software to streamline booking processes and manage guest profiles effectively.
- Conducted regular follow-ups with guests post-stay to gather feedback and improve service quality.

CERTIFICATIONS

- Diploma in Tourism Studies (IGNOU)
- PG Diploma in Hotel Operations (IGNOU)