Kumar Nitish Bharti

DOB: 15th September 1988

Address: Cherry County, Tower: B-4, Flat-2702, GH-5B, Techzone-4, Greater Noida West (Uttar Pradesh)-201306

Phone Number: + 91-9560469684, +91-7701902082

Email: nitishbharti@gmail.com   **Skype ID:** nitishbharti

Career Objective: A dynamic result-oriented Hospitality Professional with 14 glorious years of working experience in Hospitality Industry, offering focused leadership to drive revenue, sales and profitability in high competitive markets**.**

Area of Interest: Revenue Management

Educational History:

Birla Institute of Technology (BIT), Mesra, Ranchi, Jharkhand (India)

Bachelor of Hotel Management and Catering Technology (BHMCT) in April 2010 *(Gold Medalist)*

Awarded Gold Medal From Hon'ble Former President Of India Late Dr. A.P.J. Abdul Kalam for an Outstanding Performance in academics (BHMCT) at BIT Mesra, Ranchi On 24th February,2011.

- **Model School, Dalmianagar in the year 2006-(1st Division)**
  Passed Higher Secondary School Certificate Examination

- **Gems English School, Dehri-On- Sone in the year 2004- (1st Division)**
  Passed Secondary School Certification Examination

Achievements:

- Awarded **GOLD MEDAL** from Hon'ble Former **President of India Late Dr. A.P.J. Abdul Kalam** for the outstanding performance in the academics (BHMCT) at BIT MESRA, Ranchi on 24th February 2011.

- Awarded KUDOS certificate from **The Oberoi, Bangalore** for being the highest up-seller.
- Undergone HMM (Harvard Management Mentor) training program at the Oberoi Group of hotels.
- Awarded **"Ace of the Quarter"** in the year 2023 in Amex GBT
- Awarded "**Most valuable player of the quarter**" in Rate Gain Travel Technology

Professional Experience:

American Express Global Business Travel

Senior Hotel Consultant   **20th April'2020 till date**

- Analyzing past few years Revenue, Room Nights and ADR for different chain hotels and assisting in forecasting the future business between the hotel/chain partner and the corporates.

- Meetings with the Project Manager of EMEA/APAC/LAC/North America and various Hotels account managers (Revenue Manager/Director of Sales) to plan strategies and boost up the hotel revenue to get maximum business through particular corporates.

- Weekly meeting with the various chain hotel such as Marriott, Hilton, Accor across the globe to understand the market segmentation and other such scenario to understand their business and implement such new ideas in our future success.

- Providing training and sharing Revenue Ideas with the team, how the hotel does inventory management during blackout dates and high demand period.

- Analyzing the BAR data for next 30 days.60 days,90 days &180 days out extracted from Edison data portal and Cvent as well.

- Analyzing MPI, RGI and ARI of various chain hotels across the globe to check the occupancy, revenue and ADR ranking for these chains.

- Analyzing the historical GDS data (Hotelligence Report) and making a new pricing strategy by cross verifying the room nights, revenue generation, benchmarking for the properties/chain.

- Preparing the Spend Analysis with the help of different sources such as Travel/Card/various chain hotels data to find out the traction of room nights/revenue/ADR/inclusions and then come up to the final conclusion to solicit the hotel or to deny business with the property.

- Presenting these tractions of business on books report to the corporates to finalize the solicitation list for bidding various hotels to participate in Global RFP.

- Various rounds of negotiation is done with various chain hotels and then we generate maximum Savings for the client.

- Rate Audit is done on various GDS platform to identify any rate discrepancy on various GDS portals.

- Creation of OPM (On Going program management Revenue report) for the corporates to find out Savings from various chain hotels, Rate Utilization (i.e. Rate offered by various hotels), City cap, Benchmarking, Compliance report on monthly/quarterly/half yearly basis.

Radisson Blu Kaushambi (KM Group)

Cluster Head of Revenue/Reservations   **1st August'2019 to 31st March'2020**

- Handling Revenue Management for Radisson Blu Kaushambi(147 keys property) and pre-opening of Radisson Tower Kaushambi (182 keys property)

- Planning pre-opening revenue management strategies.

- Play a pivotal role in maximizing revenue and optimizing profitability while maintaining the luxury standards and brand reputation of our esteemed organization.

- Development and implementation of revenue management strategies to drive top-line revenue growth across all revenue streams, including rooms and other ancillary services.

- Analyzing market trends, competitor performance, and guest preferences to identify revenue opportunities and adjust pricing and distribution strategies accordingly.

- Collaborating with sales, marketing, and operations teams to develop integrated strategies that maximize revenue potential and enhance guest satisfaction.

- Monitoring and optimizing inventory and pricing controls to ensure maximum revenue capture while

maintaining rate integrity and brand positioning.

- Utilizing data-driven insights and revenue management tools to forecast demand, set pricing strategies, and optimize revenue performance across all channels.

- Providing regular reports and analysis to senior management on revenue performance, market trends, and strategic recommendations for revenue enhancement.

- Prepared floor plan for Radisson Tower Kaushambi, Delhi NCR.

- Forecasting and Budgeting for brand new hotel- segment wise. GDS and brand website revenue maximization. Work on various market segment mix. Pricing strategy for next 90 days.

- Analyzing the data from Hotelligence ,TravelClick report and planning for future business along with DOSM. Analyzing the comp set rate and setting up the future price accordingly

- Updating rates on Lanyon. Maintain rate parity across all OTA's.

- Hygiene check for all the OTA portals

The Lalit Hotels (Bharat Hotels Ltd)   **10ᵗʰ Dec'2018 to 20ᵗʰ July'2019**
Revenue Manager-Corporate

- To maximize hotel revenue through the implementation of individual & group inventory management and pricing strategies.

- To manage inventory through proper management of CRS, Internet point of sale, PMS and all other distribution channels

- Responsible for accurate forecast, trend analysis and sales strategies so that product availability and price are maximized at all times

- React to any shortfalls against budget and co-ordinate implementation of tactical offers

- To optimize the use and contribute to the development and maintenance of Channel Manager and CRS (Synxis)

- Competitor pricing and knowledge for all market segments and seasonal rate positioning within the hotels competitive set

- To consult third party intermediaries/OTA's to gain maximum exposure & revenue

- Coach team to maximize full revenue potential /upselling

- Focus on rate parity across various OTA's/Hygiene Check across all the units

RateGain Travel Technologies   **01ˢᵗ Mar'2017 to 8ᵗʰ Dec'2018**
Assistant Manager-Global Hospitality Department

- Handling Hotel Accounts with regards to Channel Management
- Help 12000 Hotels Worldwide Boost Profitability, Maximize Yield, Increase RevPar & ADR and Optimize Revenue Strategy
- Providing extensive support to Hospitality Industry throughout the world as to how they can increase their Revenue, Goodwill, and Market Presence
- Help the Industry player in setting up new Revenue benchmarks, acquiring more clientele and increasing the market reach and goodwill.
- Suggesting various innovative property suites and recommended solutions
- Solving client issues pertaining to the Revenue management tool, parity across channels
- Assist hotels in Price Optimization and Forecast with the help of RevGain

- Help the properties in reputation management by keeping a track of the review shared by the check-out guests. Communicating with Market manager pertaining to extranet issues, for example Parity Issues, ARI update issues etc.
- Handling price optimization and distribution for Hotels at Enterprise Level

Taj Palace, New Delhi
Revenue & Reservation Executive   14th Oct'2015- 28th Feb'2017

- Inventory Management of 403 keys property.
- Preparing Daily Comparison report, Business on Books report (BOB), No Show and cancellation report, reservation forecast, HRV, TRR(Transient) report, Manager flash report, Market segment, block forecast report
- Equalization of room inventory and rate Management through OPERA
- Uploading rate through Trust, Rate code creation
- Communicating with the Extranet Manager pertaining to any rate violation
- Generate Commission Report for travel agency through Your Voyager
- Handling MICE, FIT and Group reservations (Meetings, conferences, Events)
- Extranet updation along with commission process
- Handling wedding blocks/ Overseas Delegates/Prime Minister Visit to Taj.

The Leela Ambience Hotel & Residences, Gurgaon
Reservation/Revenue Executive   03rd Nov'2014- 14th Oct'2015
- To manage room inventory and coordinate with the Revenue Management team for future business.
- Prepare History and Forecast report
- No Show and cancellation report, reservation forecast, HRV, TRR(Transient) report, Manager flash report. Rate management, Extranet updation, City Scan report, Daily Comparision Report/City Scan Report, Upsell Report as per room category, Business on books report, Market Segment Report, Hotelligence Report, Company's production report.
- Rate Loading, Rate Code Creation, OTA rate updation, STR Global updation, Handling Group reservation.

The Oberoi Hotels & Resorts, (Oberoi Contact Centre) , New Delhi (India)
Reservation Supervisor   12th Apr '2013- 30th Oct'2014
- To manage the Reservations Department and work closely with Sales & Marketing and other relevant Rooms Departments to maximize Room Yield through Inventory Control while delivering exceptional customer service in line with Standards
- Check arrival reports for future dates to ensure guest details such special requests, contact information, preference etc are updated 2 days prior to arrival.

- Work closely with Front office for room allocation and provide system report to Resort manager to communicate to Revenue team
- Report daily to Reservation Manager for reservation reconciliation report
- Attended group resume meeting on behalf of reservation team

- To plan and implement effective training programmed for all Reservations employee in coordination with the Training Manager and Departmental Trainers, using the Reservations Sales Training module and other training materials.
- Handle all guest and internal customer complaints and inquiries following through to make sure problem are resolved satisfactorily.
- To maximize employee productivity through the use of multi-skilling, multi-tasking and flexible scheduling to meet financial goals of the business as well as the expectations of the guests.
- To maintain strong, professional relationships with the relevant representatives from competitor hotels and other organizations

Oberoi Hotels & Resorts, (Oberoi Contact Centre) , New Delhi (India)

Reservation Agent   **1st Sept' 2010 to 11th Apr' 2013**

- To update arrival list for next day.
- Coordinate with convention and sales for group arrivals and entitlements.
- Coordinate with Travel Agent for travel voucher and payment.
- Taking check-in and check-out of guest and groups arrival.
- Handling guest complaint.
- Updating guest profile in the system.
- Understands the hotel's policy on guaranteed reservations and no-shows.
- Tracks future room availabilities on the basis of reservations.
- Ensure that all mails and messages awaiting arrival of incoming guests are promptly delivered.

Systems Worked On

- Opera, OTA Insight, Staah, Radisson Connect, SQL Database Queries, Salesforce, Trust Your Voyager For GDS(Global Distribution System) Reservation, RateGain Software Tools (RezGain, PriceGain/Optima/BrandGain, RevGain, CITRIX), Cvent (Lanyon), GBT BI Tools, Data Lake/Sandbox, Nexus, Synxis

Language Known:

- **English**   :   Fluent
- **Hindi**   :   Fluent

Hobbies:

- Listening Music
- Travelling