

RESUME

Zaved Akhtar



Home Address:	Muzaffarpur, Satpura, Bihar, 842001
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Career Objective

- ✧ Seeking a deserving profile in the hospitality sector, where I can deliver my expertise and innovative hospitality skills, while maintaining the integrity and work ethics of the working environment, thereby maintaining the reputation of the organization.

My Strengths

- ✧ Analytical skills
- ✧ Communications skills
- ✧ Leadership skills
- ✧ Ability to work in a team

Area of Interest

- ✧ Over all Operations
- ✧ Hospitality Industry
- ✧ Customer service

Computer Skills

- ✧ MS Word, MS Excel, Power Point, Photoshop
- ✧ Internet and Email awareness

Personal Identification

Age	:	40yrs
Gender	:	Male
Date of Birth	:	18 th July 1985
Place of Birth	:	Muzaffarpur, Satpura, Bihar, 842001
Height	:	5.5ft
Weight	:	71
Nationality	:	Indian
Marital status	:	Married

Educational Background

Examination	School/Collage	Board/University	Year of Passing
BHM & CT	Pioneer Institute of Hotel Management Hyderabad (India)	Osmania University	2006-2010
Intermediate	Hari Khetan Multiple Campus, Birgunj, Nepal	Board of Intermediate	2003-2005
S.L.C.(SSC)	Gyan Vatika Secondary School, Birgunj (Nepal)	HMG Board of Nepal	2002

Professional Experiences

Sarovar Hotel Indore Madhya Pradesh India

Executive Housekeeper, Since 11thSept.2024 to till.

Hotel Quick 20 River side Resort, Amlekhgunj, Bara, Nepal

Operations Manager, (10thJuly2021 to 30th June 2023)

Roles and Responsibilities: Prepare Annual Housekeeping Budget, Develop and implement Housekeeping systems and procedures, Prepare reports for management information, Organize inventories with Accounts and General Store for linen, uniform and fixed assets, , Ensure that rooms are made as per company standard, Responsible for cleanliness, orderliness and appearance of the entire Hotel, Pay particular attention while organizing pest eradication activities, Plan, control and supervise Horticultural activities, Attending and resolving guest complaints, Verification of supplies consignments.

Siddhartha Resort, Karnali Chisapani, Kailali, Nepal

Operations Manager, (27thDec.2019 to 12thApril2021)

Roles and Responsibilities: Managing operations process, Embracing design, Planning, Control, performance improvement, and Operations strategy, Shaping the work environment, Setting strategy, Business & Marketing, Allocating resources, Developing managers, Building the organization, Overseeing operations And Caring for guests satisfaction & Service growth.

View Hotel Siddhartha, Nepalganj, Nepal

Executive Housekeeper, (26thJune2018 to 26thDec.2019)

Roles and Responsibilities: Prepare Annual Housekeeping Budget, Develop and implement Housekeeping systems and procedures, Prepare reports for management information, Organize inventories with Accounts and General Store for linen, uniform and fixed assets, Maintain par stock of guest supplies, cleaning supplies, linen and uniform, Assist Purchase department in selecting suppliers for items related to Housekeeping, Ensure that rooms are made as per company standard, Responsible for cleanliness, orderliness and appearance of the entire Hotel, Pay particular attention while organizing pest eradication activities, Plan, control and supervise Horticultural activities, Attending and resolving guest complaints, Verification of supplies consignments.

Hotel Cygnett Inn Krishna, Nepalganj, Nepal

Deputy Housekeeper (15thMay2017 to 2ndJun2018)

Roles and Responsibilities: Prepare Annual Housekeeping Budget, Develop and implement Housekeeping systems and procedures, Prepare reports for management information, Organize inventories with Accounts and General Store for linen, uniform and fixed assets, Assist Purchase department in selecting suppliers for items related to Housekeeping, Attending and resolving guest complaints, Verification of supplies consignments, Ensure that rooms are made as per company standard, Training and Development to the team.

Hotel Ramada Caravela Beach Resort, Goa, India

Housekeeping Executive (2ndNov.2015 to 27thApril2017)

Roles and Responsibilities: Prepare housekeeping reports and report to Executive Housekeeper, Prepare duty roasters of housekeeping Supervisors and associate, Support the Housekeeping Manager in monitoring team members' performance, reporting any training requirements, Fill in for the Housekeeping Manager on his/her days off or other Housekeeping positions as needed, Track deep clean check lists to insure completeness, Motivating, developing, and directing people as they work identifying the best people for the job, Organizing, Planning and Prioritizing work, Develop specific goals and plans to prioritize, organize and accomplish the work, Investigate complaints regarding housekeeping service and equipment, analyzing information and evaluating results to choose the best solution and solve problems; bring solution to Manager of Housekeeping.

Hotel Radisson Blue Ranchi ,Jharkhand, India

Housekeeping Supervisor (18thJuly2013 to 15thOct.2015)

Roles and Responsibilities: Supervising, delegating and monitoring everyday housekeeping tasks across the entire hotel, Ensuring all housekeeping activities are performed in compliance with hotel policy, Maintaining the quality of housekeeping activities with routine checks, Assign guest rooms and common areas to Housekeeping staff, Inspect Rooms and Common Areas for Cleanliness, Train and discipline Housekeeping staffs, Create employee schedules, Order Housekeeping requirements, Conduct briefing and maintain Logbook, Check and Maintain Lost and Found items, Give regular reports to senior.

Hotel The Golconda Hyderabad, Andhra Pradesh, India

Housekeeping Supervisor (15thSept.2010 to 4thMay2013)

Roles and Responsibilities: Supervising, delegating and monitoring everyday housekeeping tasks across the entire hotel, Ensuring all housekeeping activities are performed in compliance with hotel policy, Inspect Rooms and Common Areas for Cleanliness, Train and discipline Housekeeping staffs, Create employee schedules, Order Housekeeping requirements, Conduct briefing and maintain Logbook, Check and Maintain Lost and Found items, Give regular reports to senior.

Training and Seminar Attended

- ❖ Industrial Training at Hotel Ramada Plaza Doha (QATAR), (19thDec.2007 to 26thApril2008).
- ❖ Worked as Team leader in world Military game in 2007 in Hyderabad.
- ❖ Worked as Bar Captain in Air tail League Cricket 20-20 in Hyderabad.

Language Known

- ❖ English, Nepali, Hindi, Urdu, Bhojpuri (Can read, write and speak)
- ❖ Arabic (Can read and write)

Skills/Interests

- ❖ Trekking, Painting, Gardening, Entertainment & Social Activities

Character Reference

1. **Mr. Brijesh Gupta** (Director of HR – Siddhartha Business Group of Hospitality Kathmandu, Nepal)
Contact number: +977 9843505565
2. **Mr. Devendra Rawat** (Finance Controller – Ramada Aligarh)
Contact number: +917617666239
3. **Mr. Sachin Kumar Jain** (HR Manager – Sarovar Hotel IIM Indore)
Contact number: +91 8959223407

Declare:

I hereby, Zaved Akhtar, declare that all the information furnished above is true to the best of my knowledge.

ZAVED AKHTAR