

Curriculum Vitae



Name: **Suresh Kumar (Sharma)**

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Dynamic and results-driven Front Office Manager with over 12 years of experience in delivering exceptional guest services and managing front desk operations in a fast-paced hospitality environments. Proven expertise in team leadership, Customer relations and operational efficiency, completed by a strong ability to handle administrative task and resolve issues swiftly. Adept at implementing strategies to enhance guest satisfaction and streamline front office & Operational Procedures. Committed to upholding high standards of service and contributing to the overall success of the establishment. Leading Operational Duties also as per management call & Ready to take new role & responsibilities as a Hotel Manager/Operations Manager Position.

SCHOLASTICS

- ❖ 10th from J&K Board of Secondary Education.
- ❖ 12th from J&K Board of Secondary Education.
- ❖ Diploma In Front Office Operations
- ❖ BCA from MITS Institute of Technology.

CAREER SNAPSHOT

Diligent and resourceful professional with more than twelve years of experience in spearheading all facets of the Front Office Management, Guest Services, Concierge, and People Management across the Hospitality domain. Expertise in providing exceptional customer service and department management while simultaneously executing innovative strategies to increase client retention and expand customer base; demonstrates familiarity of international hospitality brand standards and well versed in demonstrating services to the customers of various ethnicities as per their specific preference.

Hands-on experience in delivering exceptional service standards throughout the customer experience by leveraging knowledge on all standards of suitable service etiquette, thereby exceeding guest expectations.

Deft in directing entire management of front desk, guest service, and valet operations of an upscale downtown hotel to ensure efficient, cost-effective, quality customer service is provided to all hotel guests

Good at developing and recommending the budget, labor cost plans, and objectives and managing within those approved plans; proficient in implementing innovative measures to optimize the average occupancy rate & maximize revenue Adroit at supporting in the maximization of Hotel Revenue by upselling, cross-selling and monitoring P&L and decent understanding in providing training and ensuring employees adhere to Health & Safety

policies and procedures and emergency procedures.

Excellent communication skills, with skilled in overseeing/resolving customer complaints, handling inventory, monitoring revenues, and executing procedures to improve customer service.

CORE COMPETENCIES

- Hotel Operations & Front Office Management
- Guest Experiences & Customer Relations
- Staff Trainings & Performance Management
- Revenue & Budget Management
- SOP Implementation & Quality Assurance of Brand Standard Maintenance.
- Team Leadership & Conflict Resolution
- Vendor & Stake Holder Management
- Crisis Management & Problem Solving.
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CAREER TRAJECTORY

- ❖ Working with Club Mahindra (Le Vintuna, Gangtok) as a **Front Office Manager** from 29 March 2024, **{100 keys Resort}**
- ❖ Worked with Hotel Golden Peacock Haridwar as an **Operations Manager** from 25th September 2023 to 26th March 2024. **{28 Keys Boutique Hotel}**
- ❖ Worked as a **Front Office Manager** with "ITC Group of Hotels – Fortune Park, in Kufri Shimla" from Jan 2023 to September 2023, **(Acting Operations Manager** from July 2024 to Sep 2024 in absence of General Manager, Direct reporting to corporate office and Director Sir) **{44 Keys 04-star luxury property}**
- ❖ Worked as a **Front Office Manager** with "Pearl Courtyard" In Varanasi from March 2022 to December 2022. **{44- Keys Boutique Property}**
- ❖ Worked as a **Front office manager** with "Suba (CLICK HOTELS) Group of Hotels" Bhuj, Gujarat from Jan 2020 to March 2022. **{40 -Keys 04- star luxury property}**
- ❖ Experience of working in "Hotel New Pride" Pune as a **Front Office Senior Executive** & then promoted as a **Duty manger** from 1st April 2018 to December 2019. **{90 Keys 04 Star Property with 02 restaurants & Bars, Luxury lawns & 02 Large sized Banquets}**
- ❖ One Year & Six Months of experience as **Front Office Executive** in "Lords Inn" in Jammu from March 2016 to November 2017. **{33 rooms luxury property with 02 restaurants & Banquets}**
- ❖ One Year of experience in "Hotel Vishal" in Katra as a **Front Office Supervisor** from August 2014 to September 2015. **{50 Rooms -03 Star Property with 01 restaurant}**
- ❖ Two years of experience as a **Front Office Associate** in Hotel "The Forestview- Geetanjali Group of Hotels" in Patni top(J&K) from July 2012 to August 2014. (First front office trainee & then on job as an FO associate) **{80 rooms luxury property with a multi-cuisine restaurant}**

PERSONAL DETAILS:

S/O: Sh. Chaman Lal Sharma

DOB: 12th of March 1994

Gender: Male

Nationality: Indian

Marital Status: Un-Married

Languages Known: Hindi, English & Punjabi.

DECLARATION

I hereby declare that the above information is true to the best of my knowledge and incase information found false or incorrect I shall be liable for the decision taken by management.