

AJEET KUMAR MISRA

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**Professional Summary:**

Experienced hotel management professional with over 14 years in Rooms Division operations. Expertise in Front Office operations, Housekeeping, Laundry, Revenue Management, OTA management, department budgeting, team leadership and Certified Department Trainer (FO). Proven ability to enhance guest satisfaction and operational efficiency in luxury hotel environments.

**Professional Experience:**

***Ocean Paradise Resort & Spa, Zanzibar / 100 keys All-Inclusive 5 Star Beach Resort***

***Rooms Division Manager***

May 2023 – Present

Overseeing all aspects of Rooms Division operations including Front Office, Guest Relation, Reservations, Housekeeping, Laundry, Boutique, and Activities.

Provide strategic support and leadership to ensure exceptional service standards and maximized operating results.

Prepare annual budgets and administer them in a fiscally responsible manner.

Lead and support areas in achieving financial and operational targets.

Control all department purchases, focusing on quality and cost.

Oversee the selection, training, and development of associates for timely recruitment and career growth.

Follow department policies, procedures, and service standards.

Report directly to the General Manager.

***Kuredu Island Resort & Spa, Maldives / 398 Keys All-Inclusive 4 Star Island Resort***

***Front Office Manager***

October 2021 – April 2023

Managed operational functions of the Front Office, Guest Services, Kids Club and transportation department.

Collaborated with department heads to develop and implement strategies ensuring brand service standards.

Ensured compliance with brand standards and aimed for guest satisfaction.

Reviewed guest feedback and took corrective actions.

Managed guest concerns and complaints, ensuring high visibility and interface with guests.

Supervised bookings and managed villa allocation.

Monitored daily arrivals/departures and handled transfers via seaplane and domestic flights.

Provided daily, weekly, and monthly reports.

Analyzed and reviewed profits and losses monthly.

Worked with Sales, Reservations, Marketing, and Revenue to enhance guest experience and communication.

Conducted regular room and property inspections.

Recruited, trained, and motivated a team of 70 employees, ensuring departmental performance and employee satisfaction.

***Golden Tulip Westlands (Louvre Hotels), Nairobi, Kenya / 94 Keys 4 Star Business Hotel***

***Front Office Manager***

November 2019 – September 2021

Handled room's division operations for a 94key business hotel.

Managed revenue, competition rate analysis, front desk operations, housekeeping, and laundry.

Achieved 100% NSSF Audit for COVID19 safety protocols twice.

Improved TripAdvisor ranking from 48th to second within 18 months.

Increased review score from 7.2 to 8.0 in under 12 months.

***S-Hotel, Bahrain / 198 Keys 4 Star City Hotel***

***Front Office Manager***

April 2016 – July 2019

Managed department operations, ensuring quality and guest satisfaction.

Handled complaints, disputes, and grievances requiring HOD authorization.

***Country Inn & Suites by Radisson, India / 54 Keys 4 Star Business Hotel***

***Pre-Opening Front Office Manager***

June 2015 – March 2016

Set up the front office department from scratch.

Formulated LSOPs and trained associates in SOPs and LSOPs.

Implemented revenue strategies set by Radisson Hotel Group.

***lebua Resort, Jaipur / 64 Keys (All Suites) 5 Star Luxury Resort***

***Assistant Front Office Manager***

August 2014 – May 2015

***Marriott Jaipur Hotel / 378 Keys 5 Star Luxury hotel***

***Assistant Front Desk Manager***

August 2012 – August 2014

***Voyager (Management Trainee Marriott International)***

August 2010 – August 2012

**Education:**

BA (Honors) in Hotel Management, IHM Aurangabad, University of Huddersfield, UK | 2010

Bachelor of Science, Osmania University, Hyderabad | 2006

Board of Intermediate Education, Hyderabad, India | 2003

10th, Central Board of Secondary Education, India | 2010

Certifications:

Certified Department Trainer (CDT), OSH Administrator, Certified Sales / Revenue Professional

IT Skills:

Opera & Opera Cloud

MICROS

MARSHA

Professional References:

Pascal Lamothe, Ex Resort Manager, Kuredu Island Resort & Spa, Maldives  
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