

CURRICULUM VITAE

RAVI BHARDWAJ

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OBJECTIVE

“To obtain a position that will enable me to use my strong organizational skills, educational background and ability to work well with professional people.”

ACADEMIC QUALIFICATION

- Completed Graduation (B.A) from M.J.P.R. University Bareilly 2015.
- Intermediate from U.P Board in 2012.
- High school from U.P Board in 2009.

COMPUTER EXPOSURE

- Knowledge of M S Office: Excel, MS Word, MS Power Point, Photoshop, and Net surfing,
- Knowledge of Oasis (Mini Opera).
- Complete Knowledge of IDS PMS.

PROFESSIONAL QUALIFICATION

- Complete Diploma of Hotel Management & Tourism from Royale College (Meerut) U.P. And Six Months Industrial Training has been completed from Double Tree by Hilton Hotel Agra UP.

WORKING EXPERIENCE

- Currently working with Bellevue Sarovar Premiere, Junagadh as Asst. Front Office Manager (05th May 2024- Till date).
- Worked with ITC Fortune Park, Haridwar as a Asst. Manager (12th Dec. 2022 – 13th April 2024).
- Worked with Holiday Inn Express (IHG) Ahmedabad as a Tr. Duty Manager (31st March 2022- 6th Dec. 2022)
- Worked with Fortune Resort Grace Member of ITC's Mussoorie as a Sr. Front Office Supervisor (Sept 2019- 24 March 2022).
- Promoted for Front Office Supervisor at Seyfert Sarovar Premiere Dehradun (April 2019 – Sept. 2019)
- Promoted for Sr. Front Office Associate at Seyfert Sarovar Premiere Dehradun (Oct 2018 – April 2019)
- Worked in Seyfert Sarovar Premiere Dehradun as a Guest Service Associate. (Oct 2017 to Oct 2018)
- Worked with HOTEL THE SOLITAIRE Dehradun as a Front Office Associate from January 2017 To June 2017.

JOB PROFILE

- Responsible to work according to daily SOPs.
- Monitor all V.I.P 's special guests and requests.
- Review on daily basis front office work and activity reports generated by Night Audit.
- Review Front office log book & Guest's online feedbacks and reply to them accordingly on a daily basis.
- Managing the operation of the front office and related areas during assigned shifts.
- Accommodate Guest's special requests whenever possible assist in pre-registration and room blocking whenever necessary.
- Responsible for maintaining Rate parity across all booking Channels (Website, OTA, GDS, Travel Agents Etc.)
- Update No-shows and cancellations on all OTA's without fail to avoid and unwanted commissions.
- Adjust rates according to suggestions from Yield or Revenue management systems.
- Stay up to date on Room Rates, Special Packages, Discounts and how to handle each.
- Communicate with all other departments through the proper channels, and through the Communication Forms.
- Maintain the Cleanliness and neatness of the Front Desk Area at all the Times. Responsible in handling groups & coordinating with group leader.
- Responsible for handling all kinds of guest queries & complaints & solving them with tact & diplomacy.
- Responsible in handling reservation via. e-mail & telephone. Responsible for day to day check in & check out.
- Meeting various company representatives and showing around them the property.

AWARDS & RECOGNITION

- Won the Award for "Best employee of the month" for the month of Feb 2018.
- Won the Award "Star performer of the month" for the month of June 2018.
- Won the Award "Star performer of the month" for the month of August 2018.
- Won the Award "Employee of the month" for the month of August 2020 & 2021.
- Work the Award "Champion of the Month" in June 2022 in Holiday In Express, Ahmedabad.
- Appreciation letter with appropriate money from Higher Management in the month of May 2023 in ITC Fortune Park, Haridwar.

JOB SKILLS

- Decision making.
- Problem solving.

PERSONAL PROFILE

Father's Name	:	Mr. Ashok Kumar Sharma
Date of Birth	:	10/06/1993
Nationality	:	Indian
Gender	:	Male
Marital Status	:	Unmarried
Language	:	Hindi & English

DECLARATION

- I hereby declare that all the above information is true to best of my knowledge.

(RAVI BHARDWAJ).