



TAMOJIT PALIT

Cluster Community Manager

📞 +91 8861947247

✉️ tamojitpalit2012@gmail.com

📍 Bangalore

EDUCATION

Bachelor's in Hotel Management
NSHM Durgapur
2008 - 2012

SKILLS

- Training and mentoring
- Team Building
- Customer Service Excellence
- Communication
- Event Coordination

LANGUAGES

- English
- Hindi
- Bengali

REFERENCES

On Request

ABOUT ME

With a background in front desk operations and a focus on delivering exceptional hospitality, I have experience in managing reservations and enhancing guest satisfaction. Skilled in OPERA PMS, I excel in resolving challenges with a friendly approach. Currently, I apply these skills as a Community Manager at Morgan Stanley, leveraging expertise in customer service and relationship management to enhance community experiences.

WORK EXPERIENCE

Cluster Community Manager Morgan Stanley Bangalore	April 2024 till Present
Front Desk Manager Ritz Carlton I Bangalore	Jan 2023 till March 2024
Guest Experience & Quality Manager Accor I Doha, Qatar	Jan 2022 till Jan 2023
Community Manager Awfis I Hyderabad	Sept 2022 till Jan 2023

As a Community Manager at Morgan Stanley, I focus on creating a welcoming workplace environment, organizing community events, and promoting employee satisfaction and operational efficiency. My goal is to enhance the workplace experience and foster a cohesive community culture at Morgan Stanley.

As the Front Desk Manager at The Ritz-Carlton, I prioritize delivering exceptional hospitality and service by overseeing front desk operations, managing reservations, and ensuring guest satisfaction. With a background in luxury hotel management, effective team leadership, and a focus on operational efficiency, I uphold the brand's reputation for excellence and professionalism.

As the Guest Experience and Quality Manager at Accor, I am committed to elevating every aspect of our guests' stays with a focus on exceptional service and quality standards. With a background in hospitality management and a passion for exceeding expectations, I oversee the implementation of rigorous quality assurance measures and guest feedback programs. By fostering a culture of continuous improvement and personalized service delivery, I ensure that each guest enjoys a memorable and seamless experience. Collaborating closely with teams across our properties, I strive to uphold Accor's reputation as a leader in hospitality, where guest satisfaction is our top priority.

As an Awfis Community Manager, I lead in driving profitability and operational excellence. I focus on client satisfaction, manage expenses and vendor relationships, and maximize renewals. Upholding high CSAT scores through facilities management and training, I execute company initiatives and engage clients for a positive work environment and business performance.

WORK EXPERIENCE

Duty Manager

Nov 2019 till Jan 2021

Holiday Inn I Bangalore

As a Duty Manager at Holiday Inn, responsibilities include overseeing guest services, addressing complaints, monitoring revenue, collaborating with departments, updating the Duty Log, and enhancing guest satisfaction and membership retention through process improvements.

Assistant Manager

May 2019 till Oct 2019

Sheraton Whitefield I Bangalore

As an Assistant Manager at Sheraton, I focus on enhancing the arrival experience for Elite members and Executive/Suite guests through personalized check-ins, efficient guest recognition, and maintaining Marriott standards. I prioritize seamless service delivery, foster positive relationships with guests, and continuously improve processes to exceed guest expectations and uphold Sheraton's reputation for exceptional hospitality.

Front Office Supervisor

Nov 2014 till Apl 2019

**Ritz Carlton I
Bangalore**

In my role as a Front Office Supervisor, I excel in guest check-in processes, maintaining Marriott standards, handling guest accounts, cashier duties, and fostering a collaborative work environment

Front Office Associate

Nov 2012 till Oct 2014

**Hyatt Regency I
Chennai**

As a Front Office Associate at Hyatt, I focus on exceptional guest service, handling check-ins, resolving concerns, and maintaining hotel knowledge. I ensure a memorable stay by upholding Hyatt's standards and creating a welcoming environment for all guests.