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Mumbai, Thane 401107

EDUCATION

Bachelors in Hospitality And
Tourism, Hospitality And
Tourism

**Indian Institute Of
Hospitality And Management,**
Vasai
June 2015

DUSHYANT DASSANI

PROFESSIONAL SUMMARY

Dynamic professional with a proven track record at Windstar Cruise and Novotel Mumbai Juhu Beach, excelling in operations management and strategic planning. Demonstrated ability to enhance customer satisfaction and team productivity through effective leadership and multitasking. Skilled in Microsoft Office and fostering strong relationships, achieving a seamless workflow and positive client experiences.

ACCOMPLISHMENTS

- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Achieved Employee of the year Award.
- Supervised team 25 staff members.

SKILLS

Reception Management

Payment Collection

Calendar Management

Project Coordination

Travel Arrangements

Multitasking and Organization

Operations Management

Port Clearance

File Organization

Mail handling

Confidential information management

Mail Routing

Microsoft Office

Strategic Planning

Crew Handling

WORK HISTORY

October 2022 - Current

Windstar Cruises LLC – Sr. Receptionist Administrator, Miami

- Answered incoming calls, directing clients to individuals addressing specific needs.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Kept reception area clean and neat to give visitors positive first impression.
- Handling Cash and foreign exchange
- Handled complaints and questions, and re-directed calls to other team members.
- Expedited daily office tasks such as mail distribution, document scanning, photocopying, and data entry to ensure smooth workflow.
- Maintained a clean, organized, and welcoming reception area with updated reading materials for visitors while monitoring security by verifying visitor

credentials and issuing visitor badges.

- Contributed to a positive work environment through excellent interpersonal skills and genuine care for colleagues' needs or concerns.
- Boosted company image by providing friendly, professional, and timely assistance to all visitors, clients, and vendors.
- Answered questions and addressed, resolved, or escalated issues to management personnel to satisfy customers.
- Assisting Crew Purser for Ship Clearance and Handling Crew with queries and Ensure the accurate completion of crew files including certification, travel documents, personal details, etc. Prepare and administer accurate payroll and onboard crew accounts; process crew cash advances and Ship Money requirements, as per company guidelines and Standard Operating Procedures.
- Completed Interdepartmental training as a Crew Purser

April 2021 - August 2022

Novotel Mumbai Juhu Beach - Duty Manager, Mumbai

- Managed staff scheduling for optimal coverage, ensuring efficient operations during peak hours.
- Trained employees in essential job functions.
- Mentored and supported junior staff members to apply best practices and follow procedures.
- Supervised and coordinated team to provide guidance and support and maximize performance.
- Developed and maintained strong relationships with customers to increase loyalty, trust and satisfaction.
- Handled escalated customer issues with diplomacy, ensuring satisfactory resolution while preserving long-term client relationships.
- Developed strong relationships with key clients, vendors, and business partners to foster a collaborative working environment.

April 2018 - April 2021

Novotel Mumbai Juhu Beach - Team Leader, Mumbai

- Supervised team members to confirm compliance with set procedures and quality requirements.
- Monitored team performance and provided constructive feedback to increase productivity and maintain quality standards.
- Built strong relationships with customers through positive attitude and attentive response.
- Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.

January 2017 - April 2018

Novotel Mumbai Juhu Beach - Front Office Assistant, Mumbai

- Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff.
 - Maintained a professional and welcoming environment for clients, contributing to an overall positive experience.
 - Responded to inquiries from callers seeking information.
 - Directed phone inquiries, answered customer questions, and scheduled appointments.
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CERTIFICATIONS

- Interdepartmental training for Crew Purser
- Employee of the Month September 2024.
- AELP Program of Accor Hotels
- Employee of the Year 2018, 2022
- Student of the year 2015
- Highest upsell of the year 2018