



Nanda Kumar Konduru

Director of Rooms

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Kigali, Rwanda

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Seasoned, Hospitality driven Director of Rooms with 17+ years of experience in upscale Hotels & Luxury Resort environments. Proven ability to lead and manage a team of Rooms Division professionals while achieving desired financial outcomes. Demonstrated skills in customer service, Revenue Management, sales and marketing & human resources.

SKILLS

Strategic Planning	Policy & Procedure Adherence	Brand Management	Leadership
Certified in Microsoft Office	Guest Experiences	Vendor Interaction	Interpersonal Skills
Quality Assurance	Organizing and Prioritizing	Problem Solving	Training & Development
Forecast & Budget	Yield Management	Financial Management	Employee Engagement

EDUCATION

Bachelor Degree in Hotel Management-BHM

Chaudhary Charan Singh University (Formerly Meerut University)

06/2004 - 06/2007

Meerut, India

Certified in Hospitality Business Acumen (CHBA)

Hospitality Sales and Marketing Association International-HSMAI

2024

Courses

- Decisions on pricing, marketing and advertising, staffing, and capital investment/Management, Income Statement, Balance Sheet

CERTIFICATIONS

HOD Foundations for Success (2024)

Radisson Hotel Group

First Aid with AED (2024)

Emergency, Safety and Health Services Ltd

Hospitality Manager-Leadership (2020)

American Hotel & Lodging Educational Institute

Guest Experience Fundamentals (2020)

Institute of Hospitality

Executive Leadership (05/2020)

LinkedIn Training

Fundamentals of Digital Marketing (2020)

Google

EXPERIENCE:

Director of Rooms

Radisson Blu Hotel and Convention Centre- Kigali

10/2023 - 01/2025

Kigali, Rwanda

Radisson Blu Hotel and Convention Centre Kigali- 292 Rooms and Suites

Major Responsibilities:

- To be Responsible for the overall success of Rooms Division including; Guest Services, House-keeping, Laundry, Spa and Security and Proved ability to lead and motivated a large team of 126 employees.
- Controlling productivity. Cost control thorough regular inventory check and purchases for Rooms Operations.
- Working closely with the Engineering department to protect the hotel assets. Daily inspections of guest rooms.
- Facilitating team-building exercises and communication enhancements promoting staff service goals, rewards program to keep employee morale high and reduce employee turnover.
- Ensuring company Culture and Radisson Hotel Group Standards were at the forefront of the guest experience.
- Reviewing Profit and Loss statement monthly in order to correct problems, assure spending was in line and plan for future business with related to Room Operations.

Director of Revenue

Radisson Hotel Group

03/2023 - 09/2023

Nadi, Fiji

Radisson Blu Resort-Nadi Fiji

Director of Rooms

Radisson Blu Resort Maldives-RHG

12/2021 - 12/2022

Male,Maldives

Radisson Blu Resort Maldives- 128 Overwater & Beach Villas

Rooms Division Manager

Radisson Hotel Group

10/2016 - 10/2021

Batam, Indonesia

Radisson Golf and Convention Center Batam-240 Rooms & Suites Apartments

Revenue and Reservations Manager

Le-Meridien Bangalore-Marriott International-197 Rooms & Suites

06/2014 - 07/2016

Bengaluru,India

197 Rooms and Suites

Assistant Reservations Manager

Oakwood Residence prestige Whitefield, Bangalore

11/2013 - 05/2014

Bengaluru, India

143 Studios and Apartments

Reservation Executive / Assistant Manager Revenue

Aloft Bangalore,Whitefield-Marriott International

06/2010 - 11/2013

Bengaluru, India

162 rooms and Suites

Front Office Associate / Supervisor

The Park Hotel by Design Hotels, A Boutique Hotel

07/2007 - 06/2010

Bengaluru, India

109 Rooms and Suites

ACHIEVEMENTS:

Radisson Rewards Member Satisfaction Scores (10/2023 - 12/2024)

Improved Guest Service Management with a proactive approach, resulting in a increase in member satisfaction scores from 7.9 Vs 10-2023 to 8.15 Vs 2024 and delivering the brand promise & benefits to the RR members. (Radisson Blu Hotel Kigali)

Other Achievements (10/2023 - Present)

* Achieved the Room Profitability 78.8% Vs Target 78% for 2023 & 80.6% Vs Target 80% in 2024 **Implemented Book Direct Program for OTA guest to channelize direct booking and reduce the OTA commission amount.** * Received recognition for Highest enrolment to the Brand Loyalty Program for 2023 in the region. (Radisson Blu Hotel Kigali)

Radisson Blu Resort Maldives (2022 - 2023)

Implemented Pre arrival process, Meet and Greet, Surprise and Delight, 2nd effort programmes assisted in increasing NPS with 14.66 points, GRI 8.3 points, Competition Quality index scores by 6.5 points and Guest comment card by 1.49 points.

Best Oaky Upselling Performer Award-Runner up (2022)

Radisson Blu Resort Maldives-Adjudged best-performing hotel that reached the highest figures in terms of upsell revenue per room by OAKY Over 3,000 hotels from different corners of the world. <https://oaky.com/en/blog/oaky-awards-2022>

Radisson Blu Resort Maldives: (2022)

Achieved Overall Cleanliness scores by 93.5%, Room Scores by 93.2% against the target of 90% by effective process and procedures in House Keeping Department. Achieved Welcome and Farewell scores by 8.9 against the goal of 10.

Guest Satisfaction Excellence Award (12/2024)

Received recognition for achieving the Guest Satisfaction Scores of 93.6% (GRI) & 8.55 (GSS) Survey Scores for 2023 in Radisson Blu Hotel Kigali.

Leader in Sustainable Initiatives (10/2023 - Present)

* Implemented Green House Keeping Programme to increase the room profitability and energy saving initiative * **Spearheaded the "Soap for Hope" program to help the local community by better handling the waste management.** * **Introduced 100% Electric Cars for the comfort of the hotel guest and support Sustainability** (Radisson Blu Hotel Kigali)

Radisson Blu Resort Maldives (2022)

Implemented & Executed Pre-arrival and Arrival Upselling programme which resulted in increase of ADR by 11% and by cross selling programme of Fnb products which resulted in increasing 4.2% of F&b Revenue 2022.

Radisson Blu Resort Maldives (2022)

Implemented several key systems in operations that led to significantly increased guest satisfaction scores and improve trip advisor ranking from 152 to 107 rank within 7 months duration.

REFERENCES

Ankur Tripathi

"Complex Director of Operations - Radisson Blu Hotel and Convention Centre Kigali"

Contact : ankur.tripati@radissonblu.com - +250 724000005

Gavin Sanders

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