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Date of Birth: 12.06.1997
Address: Plot no 12/44 Indra Nager, Khali Market Lucknow, U.P

Career objectives:

To be a valuable asset of a progressive organization, rendering all my service to the establishment and in turn to learn and improve my skills.

Summary of professional skills:

- More than 10 years of work experience.
- Well Executed G20 Event.
- Well executed G20 Sit Down Dinner at Specialty Restaurant at JW Marriott Hotel Pune.
- Well Managed Hilton India Owners event.
- Working on new Menu, new table setup and new thematic bar and meal setup for events.
- Well Managed Banquets, Outdoor Catering, Theme Lunch and Gala Dinner.
- Well Understanding of Banquets, Restaurant and bar operations.
- Executed 10k O.D.C at Bharat Ratna Shri Atal Bihari Vajpayee Ekana Cricket Stadium (Pre-Opening Stadium).
- Well Executed O.D.C of Indian Cricket team and Sri Lanka Cricket team at the time Covid19 keeping Bio Bubble guideline in mind.
- Highest one-night Wedding Alcohol sale 1crore at Andaz Delhi.
- Well Managed 250 Pax Sit Down Dinner of B.M.W and I.B.M.
- Well managed 700 Pax sit down dinner.
- Well Managed 900 Pax banana leaf sit down lunch.
- Well Handled American embassy, Swiss embassy and Dutch embassy event.
- Well Handled beverage availability for F&B department in 2017 for Andaz Delhi.

- Made signature cocktails for all the outlets with the Help of H.O.D.
- Unparalleled guest relations skill especially increasing "special touches" and resolving guest complaints and concerns.
- Strong analytical skills including identifying issues and the ability to develop innovative tactics to resolve problems.
- Excellent eye for detail can carry out actions to improve systems, as well as establish relevant actions that meet guest expectations.
- Positive and upbeat approach towards work.
- Strong computer skills, especially word processing , restaurant operating systems (Micros), basic operations of OPERA and Guest Connect.

Achievements:

- Manager of the month at JW Marriott Hotel Pune.
- Awarded Hy-star of the year in various categories in my tenure with Hyatt.
- Worked as a Butler of Mr. Narendra Modi (Prime Minister of India).
- Certified from Diageo School in 2018.
- Participated Monkey Shoulder Competition among Top bartenders in 2017.
- Won highest nominator award for Tripadvisor and Zomato in 2017.

Education:

- Specialty in Oenology and Bartending from Bar Wizard Bar College Delhi a unit of Sandy Hospitality (2015).
- Pursued three-year degree in Hotel Management & Hospitality administration from H.I.H.T. Agra (2012 - 2015).
- 2011 - 2012 completed 12th from I.C.S.C. College.
- 2009 - 2010 Completed 10th from D.A.V. Science Academy.

Training:

- Hilton Garden inn Gurgaon Banni Square.

Professional Experience:

Company: ITC Royal Bengal A Luxury Collection Hotel, Kolkata

Department: F&B Service (Feb 2024 - Till Date)

Role: Assistant Food and Beverage Manager

Company: JW Marriott, Pune

Department: F&B Service (May 2023 - Jan 2024)

Role: Banquet and Catering Operation Manager

Company: Hilton and Hilton Garden Inn, Bengaluru (Pre-Opening)

Department: F&B Service (May 2022 - March 2023)

Role: Banquet Operation Manager (Dual Property)

Company: Hyatt Regency, Lucknow (Pre-Opening)

Department: F&B Service (October 2017 - April 2022)

Role: Assistant Manager - Outlet

Internal Transfer from Hyatt Andaz Delhi to Hyatt Regency Lucknow

Company: Hyatt Andaz Delhi, (Pre-Opening) India's first Hyatt luxurious Hotel

Department: F&B Service (September 2016 - October 2017)

Role: Bartender-Juniper bar and Banquets

Company: Hilton Garden inn Gurgaon Banni Square

Department: F&B Service (June 2015 - Sep 2016)

Role: Bartender Vibe the Sky bar (Pre-Opening Outlet)

Experience in handling the following areas in F&B Service:

- Plan, epicureans for entire Food and Beverage Department.
- Plan, Forecast and Budget the revenues and cost for the Food & Beverage department.
- Develop and implement strategies to achieve a larger market share and attract new segments, for the various outlets.
- Create a work environment that is high in employee morale and provides constant learning & development and use the feedback from Employee Satisfaction Survey to draw an action plan.
- Handling Performance Appraisal/Management of the staff in the department.
- Regular monitoring of Guest feedback, prompt, efficient and accurate service to all guests.
- Review the monthly profit and loss statement for various outlets and derive inferences and develop action plans on the same.
- Ensure that all the operational standards set for all the equipment's & processes are followed.
- Work in association with cost controllers in various areas of F&B costs.

- Develop departmental trainers in association with the training department & oversee all the training activities within the department.
- Maintain regular contacts with corporate and individual customers, and build strong relationships with them.
- Stay informed about local, national and international best practices/trends in food service, interior design, technology and entertainment in F & B.
- Ensure that the department procures the best quality raw material and cost-effective equipment.
- Manage payroll costs, ensuring its within acceptable guidelines.
- Assist in the monthly reforecasting outlet revenues and costs.

Language Skills:

Fluent in speaking, reading and writing English and Hindi.