

Upender Singh Rahsi

Director of Rooms

Introduction

I am a highly self-motivated individual, who is looking to expand skills set and gain knowledge wearing different hats. I love exploring new opportunities and giving my best to ensure the best for everyone associated with me. I am loyal, a quick thinker and an analytical decision maker. With these skills, I have proven not only to lead a team, but also effectively delivering the expected and surpassing the set goals to achieve more. I look forward to expand my horizon with my ambition to grow and look into other prospects where my current skill set can be utilized and developed further.

Employment History

- **Director of Rooms, Hard Rock Hotel Goa, Goa (Paska Hotels Pvt Ltd) - 01 November 2022 — Present**

370/14, BISHOP ALEX DIAS ROAD, PORBA VADDO, BARDEZ, CALANGUTE, 403516 INDIA

WEBSITE - [HTTPS://HOTEL.HARDROCK.COM/GOA/](https://hotel.hardrock.com/goa/)

- **Front Office Manager, Hard Rock Hotel Goa, Goa (Paska Hotels Pvt Ltd formerly known as Convention Hotels India Pvt Ltd) - 01 February 2021 — 31 October 2022**

370/14, BISHOP ALEX DIAS ROAD, PORBA VADDO, BARDEZ, CALANGUTE, 403516 INDIA

WEBSITE - [HTTPS://HOTEL.HARDROCK.COM/GOA/](https://hotel.hardrock.com/goa/)

- **Assistant Front Office Manager, Hard Rock Hotel, Goa (Paska Hotels Pvt Ltd formerly known as Convention Hotels India Pvt Ltd) - 01 January 2018 — 31 January 2021**

370/14, BISHOP ALEX DIAS ROAD, PORBA VADDO, BARDEZ, CALANGUTE, 403516 INDIA

WEBSITE - [HTTPS://HOTEL.HARDROCK.COM/GOA/](https://hotel.hardrock.com/goa/)

- **Duty Manager, Hard Rock Hotel Goa, Goa (Paska Hotels Pvt Ltd formerly known as Convention Hotels India Pvt Ltd) - 10 December 2015 — 31 December 2017**

370/14, BISHOP ALEX DIAS ROAD, PORBA VADDO, BARDEZ, CALANGUTE, 403516 INDIA

WEBSITE - [HTTPS://HOTEL.HARDROCK.COM/GOA/](https://hotel.hardrock.com/goa/)

Assistant Front Desk Manager, Courtyard by Marriott Mumbai International Airport, Mumbai

AUGUST 2015 — DECEMBER 2015

Voyager, JW Marriott Walnut Grove Resort and Spa, Mussoorie

AUGUST 2014 — JULY 2015

Voyager, Courtyard by Marriott Pune Chakan, Chakan

AUGUST 2013 — AUGUST 2014

Details

#3A, Harmony Homes, Ground Floor,
VIP Road, Street No. 1, Zirakpur,
140603, India
+91-89-79-729429
upender.rahsi@gmail.com

NATIONALITY

Indian

DATE / PLACE OF BIRTH

21-DEC-1991

Mumbai

Links

[Linkedin](#)

Skills

Hotel Operations Management

Customer Delight

Customer Grievance Support

Revenue and Forecasting

Employee Engagement & Training

Opera PMS [Ver 5.6.19.2]

IDS

Microsoft Office

Hobbies

Watching Movies, Cooking, Gardening,
Listening and Playing Music

Languages

English

Hindi

Punjabi

Marathi

Educational Qualification

**B.A (Hons) in Hotel Management, University of Huddersfield,
Aurangabad**

Internships

**Front Office Management Trainee at Sands Resort and Spa, Flic en
Flac, Mauritius**

SEPTEMBER 2012 — MARCH 2013

Awards

Best of India Biz Award, Goa

DECEMBER 2021 — DECEMBER 2021

Awarded Best of India Biz Award in the category of Director
(Rooms)/Front Office

Certifications

Preventing Human Trafficking: Recognize The Signs, Ecpat USA

Taskforce Assignment, Courtyard by Marriott Bilaspur

Moet Hennessy Portfolio Training, Moet Hennessy India

The Champagne Classroom, Comite Champagne

Conflict Resolution and Emotional Intelligence, Amey Hegde

Train the Trainer, Hard Rock Hotel Goa

Basic First Aid Course, Indian Red Cross Society

AUGUST 2017 — AUGUST 2020

References

Tanuj Arora, General Manager at Hard Rock Hotel Goa

tanuj.arora@hrhgoa.in · +91-78-88-255-323

**Amit Menon, Rooms Operations Manager at Hilton Hotels and
Resorts**

amitmenon@yahoo.com · +91-98-99-804-446

**Valencia Crasto, Senior Human Resources Manager at Hard Rock
Hotel Goa**

valencia.craeto@hrhgoa.in · +91-70-30-852-255

Ruben Menezes, Training Manager at Hard Rock Hotel Goa

ruben.menezes@hrhgoa.in · +91-70-57-218-828