



## Contact

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## Education

Bachelor of Science in Hotel Management and Catering Technology and Tourism (BSCHMCTT) from IHM-C Udaipur College, Udaipur Rajasthan, India, completed in 2012.

Higher Secondary Examination from NIOS (National Institute of Open Schooling) Udaipur, Rajasthan India, completed in October 2008, with a science stream (PCB).

Secondary School Examination from RBSE (Rajasthan Board of Secondary Education), completed in Chittorgarh, Rajasthan, India in 2004.

## Reference

Sandeep daga

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# KIRAN KUMAR NAGDA

## General Manager

### CAREER OBJECTIVE

Experienced Hospitality professional with expertise in hotel operations, front office, food & beverage, guest relations, and customer service. Skilled in managing large teams, streamlining operations, and maximizing revenue. Adept at customer relationship management, problem analysis and resolution, and strategic marketing. Highly committed to providing high-quality service, building productive relationships, and ensuring guest satisfaction. Consistently meets revenue goals and maintains compliance with safety regulations. Proven ability to mentor and train staff, evaluate work performance, and hold team accountable to deliver excellent service. Strong attention to detail, multi-tasking abilities, and decision-making skills

### WORK EXPERIENCE

- May 2024 – Present (GENERAL MANAGER – OPERATIONS)  
Company Name- Parallel Hotel Udaipur, A Member of Radisson Individuals
- April 2023 - April 2024 (RESORT GENERAL MANAGER)  
Company Name- Sarasiruham resort, Udaipur
- AUG 2021 – JAN 2022 (AREA GENERAL MANAGER)  
Company Name- TIME STAR INFRASTRUCTURE PVT. LTD.
- SEP 2020 – APRIL 2021 (GENERAL MANAGER)  
Company - HOTEL AMET HAVELI & AMBRAI RESTAURANT
- NOV 2019 – APRIL 2020 (RESIDENT MANAGER)  
Company Name - SAMODE PALACE (JAIPUR)
- JUL 2018 – NOV 2019 (GUEST FACILITATION MANAGER)  
Company Name – THE ACCORD METROPOLITAN (THE ACCORD HOTELS & RESORTS)
- AUG 2013 – JULY 2018  
Company - HOLIDAY INN EXPRESS (IHG)  
Front Office Associate - Aug 13 - Oct 14  
Trainee Duty Manager - Oct 14 - Feb 15  
Duty Manager - Feb 15 - July 18
- AUG 2012 – JUL 2013 (FRONT OFFICE BUTLER)  
Company - THE LEELA PALACE (UDAIPUR)
- OCT 2011 – FEB 2012 (Industrial Training - The Trident)  
INTERNSHIP & TRAINING EXPOSURE

## **KEY SKILLS & EXPERTISE**

- Accomplished General Manager with extensive experience overseeing all aspects of hotel operations, from staff management to guest relations. Adept at creating a culture of service excellence, driving business growth, and ensuring efficient operations. Proven expertise in leading large teams, maintaining high standards, and achieving both guest satisfaction and financial success within luxury hotel environments.
- **Leadership & Team Management**

Successfully led large teams across departments, including Front Office, Food & Beverage, Guest Services, Housekeeping, and Reservations.  
Skilled in mentoring and developing staff, fostering a high-performing, service-oriented culture.  
Strong focus on employee engagement and retention through continuous training and performance feedback.
- **Front Office Operations & Guest Services**

Expertise in managing Front Office operations, ensuring smooth check-ins, check-outs, and superior guest relations.  
Proficient in resolving guest complaints promptly, leading to high levels of guest satisfaction and loyalty.  
Delivered personalized guest experiences, fostering repeat business and positive online reviews.
- **Food & Beverage Management**

Directed food and beverage services, optimizing production, service delivery, and cost controls.  
Managed large-scale banquet services and outdoor catering for high-profile clients, consistently meeting high service standards.  
Improved F&B profitability while maintaining service excellence for a diverse international clientele.
- **Business Development & Public Relations**

Built and maintained relationships with key stakeholders and decision-makers to drive business growth.  
Expanded the hotel's market presence through targeted marketing and sales strategies, increasing the client base.  
Secured high-profile events and guests, enhancing the brand's reputation in the luxury hospitality sector.
- **Financial & Operational Oversight**

Aligned hotel operations with financial goals, managing budgets, and driving revenue through effective cost management.  
Implemented operational strategies across departments, reducing costs while increasing overall profitability.  
Focused on ensuring operational efficiency without compromising on service quality.
- **Asset Management**

Oversaw real estate operations and facility management to ensure high standards in property maintenance and guest accommodations.  
Managed financial and physical assets, overseeing renovations and upgrades to maintain brand standards and enhance guest experiences.
- **Safety, Compliance & Risk Management**

Ensured compliance with safety regulations, industry standards, and hygiene protocols, prioritizing the well-being of both guests and staff.  
Enforced security protocols during high-occupancy periods and major events.  
Extensive experience in crisis management, swiftly resolving safety concerns and operational risks.
- **Operational Efficiency & Streamlining**

Optimized workflow across all departments, improving service delivery and enhancing guest satisfaction.  
Introduced technology-driven solutions for guest management and operational tracking, increasing efficiency and reducing bottlenecks.  
Established best practices to maximize productivity and create a high-quality, efficient service environment.
- **Customer Relations & Guest Experience**

Maintained positive guest relations, addressing VIP requests and ensuring personalized guest services.

Monitored guest feedback and reviews to continuously improve service standards, ensuring long-term customer satisfaction.

Passionate about delivering superior guest experiences that uphold the hotel's luxury standards.

- **Event Management & Special Services**

Managed high-profile events, including conferences, weddings, and corporate functions, ensuring flawless service execution.

Expert in organizing special services for VIP guests, from customized itineraries to exclusive on-site experiences.

#### **CORE COMPETENCIES, SKILLS & EXPERT**

- Hospitality & Operations Management
- Customer Service & General Administration
- Quality Management & Performance Improvement
- Manpower Management
- Facilities Management
- Process Optimization & Coordination Skills
- Exceptional Communication & Problem Resolution
- Brand Standard Champion & Brand Management
- OTA & Channel Manager Handling
- Relationship-Building & Management
- Revenue Maximization & Yield Management
- Event Management