

CURRICULUM – VITAE

SATYADHAR DUBEY

Permanent Address:

Village and post- Mokelpur .Gonda

Distt- Gonda (U.P)

Mob. :

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Email Address: dubey.satyadhar1990@gmail.com

Father's Name

Late.Mr. Jamunadhar Dubey

OBJECTIVE:

To serve a reputed organization with my utmost abilities of customer service which provides me better career prospects.

EDUCATIONAL QUALIFICATION:

- *Intermediate From, U.P Board in the Year 2012-2013.*
- *High School from U.P. Board in the Year 2005-2006.*

PROFESSIONAL QUALIFICATION:

One Year Diploma in Hotel Management from Uttarakhand Open University in the year 2013-2014

TRAINING AND PROJECTS

■ **Regenta FairLark Vadodara by Royal Orchid hotels PvtLtd. (A -130 Rooms project hotel .Joined in 15 July 2022 as a Pre-Opening member and opened up 95 keys with a banquet and restaurant, Gym and 35 keys under project will be added by December 24)**

Profile - From 15 July 2022 till now as a Front Office Manager.

■ **Leisure Inn Grand Chanakya Jaipur by Staywell Hospitality Group -Sydney.**

Profile - From 21 January 2020 till date 28 March 2022 as a Assistant Front Office Manager (HOD) and **promoted** as a Front Office Manager From 1 March 2022 to 04 July 2022 as a Front Office Manager.

■ **The Fern An Ecotel Hotel Ahmedabad (5 Star Fortune Select SG Highway)**

Profile - From 25 December 2018 till 20 January 2020 as a Duty Manager.

■ **THE FERN RESIDENCY VADODARA**

Profile – From 21 September 2015 to April 2016 as a Tr. Front Office Executive and **promoted as a Front Office Executive from 01 April 2016 to 01 April 2018 promoted as a Duty Manager from 01 April 2018 to 22 December 2018 in the same hotel.**

■ **FORTUNE PARK GALAXY VAPI MEMBER ITC's HOTEL GROUP**

Profile –From 10th December2014 to 11september 2015 as a Front Office Supervisor

■ **Lazylagoon Sarovar Portico Suites Arpora Bardez Goa :-**

From 01/10/2010 to 01/10/2012 as a Bell boy & Front office Assistant and promoted as a Front office Assistant From **01/10/2012 to 01/10/2013** promoted as a office Supervisor From **01/10/2013 to 03/12/2014** in the same hotel.

I have successfully completed style & smile program at Sarover Hotels

Achievements:

Employee of the month at LAZYLAGOON SAROVAR PORTICO SUITES GOA.

JOB PROFILE:

Directly reporting to the General Manager is responsible for all duties of the front desk operation which includes: staff training, inter-department communications, and staff scheduling.

Apart from these other managerial duties include:-

- Cooperated with the sales team to discuss and implement sales strategies to improve MICE Sales, Room occupancy levels and revenues.
- Online Inventory management and Rooms are allocated across various booking channels, such as direct bookings, online travel agencies (OTAs), and traditional travel agents. It's about ensuring that rooms are available where they're most likely to be booked and at the most profitable rates created specific, measurable, achievable, realistic, and timely action plans to remedy guest service deficiencies.
- Resolves problems arising from guests' complaints, reservation and room assignment activities, and unusual requests and inquiries.
- Observes performances to ensure adherence to hotel policies and established operating procedures.
- Cooperation with other department heads to ensure coordination of hotel activities.
- Answering to inquiries pertaining to hotel policies and services. Greeting important guests, Diplomats, Head of State and VIP'S.
- Arranges for private telephone line and other special services.
- Interview and hire applicants.
- Receive and process advance registration payments.
- Send out letters of confirmation or return checks when registration cannot be accepted.
- Supervising subordinate staff.

COMPUTER SKILLS:

- Proficient in the use of MS-Word, MS-Excel, MS-PowerPoint & Internet Explorer.
- Working knowledge of the PMS, WIN HMS, Opera and IDS software.
- Online Channel Manager, STAAH, Axis room Channel Manager, and Rategain Channel Manager.

LANGUAGES KNOWN:

LANGUAGES KNOWN:

<u>Language</u>	<u>Speak</u>	<u>Understand</u>	<u>Read and Write</u>
English	✓	✓	✓
Hindi	✓	✓	✓
Punjabi	✓	✓	✓

PERSONAL PROFILE:

Date of Birth :- 10/07/1990
Gender :- Male
Marital Status :- Married
Nationality :- Indian
Languages Known :- English, Punjabi & Hindi.
Hobbies :- Traveling & adventure, Net surfing, swimming.
Personal Qualities :- Hard working with full dedication to work, in order to fulfill the desired goal.
 Dedicated and Give 100% to everything I do.

STRENGTHS:

- Powerful leadership quality and team building ability.
- Excellent communication and interpersonal skills.
- Ability to build and maintain good customer oriented relations.

REFERENCE:

Mr. Dharmendra Rahver.
 General Manager at Efcce Sarovar Portico Bhavnagar, Gujarat.
 Contact No.07600015583

Mr. Terrence Motha.
 General Manager at Shobhit Sarovar portico,Goa

Mr. Sudhir Chawla at ITC Fortune delhi.
 Contact No.09971607608

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