



YASH VARDHAN SINGH

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👤 PROFILE

Dedicated and guest-focused hospitality professional with practical experience in front office operations, guest handling, and reservations. Currently working as a Front Office Associate at Catalyst Service Solutions, using a cloud-based software built on Opera PMS. Previously completed a professional internship at The Westin Kolkata. Known for excellent communication, problem-solving skills, and a commitment to delivering seamless guest experiences. Proficient in front desk systems, billing, and intermediate Microsoft Excel. Passionate about growing within the hotel industry through continuous learning and service excellence.

💼 PROFESSIONAL EXPERIENCE

FRONT OFFICE ASSOCIATE

10/2024 – present | KOLKATA

CATALYST SERVICE SOLUTIONS

- Delivered a professional and welcoming experience to all guests, ensuring smooth check-ins, check-outs, and memorable stays.
- Handled reservations, room changes, and guest inquiries efficiently using cloud-based PMS (Opera), ensuring accuracy and guest satisfaction.
- Resolved guest concerns promptly and empathetically, turning challenges into positive experiences.
- Coordinated with housekeeping and maintenance teams to ensure timely room readiness and quick issue resolution.
- Managed payments, verified billing details, and processed transactions with precision and accountability.
- Upsold hotel services and room upgrades, contributing to increased revenue while maintaining a guest-first approach.
- Assisted VIP and long-stay guests with personalized services, ensuring preferences were met and loyalty reinforced.

INTERN

11/2022 – 05/2023 | KOLKATA

WESTIN KOLKATA

- Gained hands-on experience in front office operations, assisting with guest check-ins/check-outs and ensuring accurate reservations using Opera PMS.
- Handled guest inquiries and coordinated with departments to resolve issues swiftly, enhancing overall guest satisfaction.
- Delivered concierge services, offering local recommendations, transportation arrangements, and personalized guest support.
- Supported F&B operations by greeting guests, taking orders, and ensuring prompt, high-quality service with attention to dietary needs.
- Assisted in banquet operations and event setups, efficiently serving large groups during high-volume functions.
- Collaborated with the kitchen team on food prep, plating, and hygiene compliance, strengthening understanding of back-of-house operations and teamwork.

EDUCATION

B.Sc. in International Hospitality & Tourism Administration

International Institute of Hotel Management

Completed my Bachelor's with a major in Front Office Operations, gaining in-depth knowledge and practical experience in guest relations, reservations, and front desk management. Developed strong communication, problem-solving, and service-oriented skills essential for delivering exceptional hospitality experiences.

07/2021 – 07/2024 | KOLKATA

Higher Secondary

Techno India Group Public School

Completed Class 12 under the CBSE board with a focus on core science subjects

2019 – 2021

High School

Methodist School

Completed Class 10 under the ICSE board with science specialization.

2006 – 2019

SKILLS

HIGHLIGHTS

- Staff Training & Development
- Conflict Resolution & Crisis Management
- High Typing Speed with Strong Accuracy
- Precision & Efficiency Under Pressure
- Teamwork & Cross-Functional Collaboration
- Effective Verbal & Written Communication
- Multitasking in Fast-Paced Environment
- Front Office Operations & Reservation Management
- Professional Telephone Etiquette
- Cash Handling & Transaction Accuracy
- Intermediate Proficiency in Microsoft Excel
- Upselling Techniques & Time Management

LANGUAGES

ENGLISH



HINDI



BENGALI



INTERESTS

AUTOMOTIVE BLOGGING, PHOTOGRAPHY, SWIMMING, PHOTO RETOUCHING

AWARDS

YOUNG CHEF OLYMPIAD

IIHM

I received an appreciation letter from the Room Division team at my college for my outstanding participation and contributions in the Young Chef Olympiad, which highlighted my versatility and dedication to the hospitality industry.

APPRECIATION LETTERS

WESTIN KOLKATA

Additionally, during my internship at The Westin Kolkata, I was honored with appreciation letters for exceptional service in both the Front Office and Food & Beverage departments. These letters recognized my commitment to guest satisfaction, attention to detail, and proactive problem-solving skills.

CERTIFICATES

Getting Started with Enterprise-grade AI – IBM

An introduction to how big companies use artificial intelligence. It explains how AI can help solve real-world problems, how businesses prepare and use data, and how tools like IBM Watson make AI work safely and efficiently.

PROJECTS

INDIAN PREMIER LEAGUE

2021

I worked for the Indian Premier League (IPL) under the Marriott brand, where I was involved in delivering top-tier hospitality services to players, support staff, and VIP guests. This role demanded high levels of professionalism, discretion, and efficiency in a fast-paced, high-profile environment, strengthening my ability to manage elite clientele and uphold international hospitality standards.

YOUNG CHEF OLYMPIAD

2024

The Young Chef Olympiad (YCO), organized by the International Institute of Hotel Management (IIHM), is a prestigious international culinary competition that brings together young chefs from across the globe. It provides a platform for showcasing culinary talent, creativity, and passion through a series of challenging rounds judged by world-renowned chefs and industry experts. As a Front Office representative during the esteemed Young Chef Olympiad (YCO), I was responsible for delivering seamless hospitality to international guests, including chefs, judges, and dignitaries. My role involved managing check-ins and check-outs, coordinating room assignments, handling guest queries, and ensuring a welcoming and efficient experience throughout the event.