



## Gaurav Upadhyay

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### Professional Summary

Results-driven hospitality leader with **17+ years** of expertise in **Operations Management, Revenue Growth, and Guest Satisfaction (GSS & GRI)** across luxury hotels. Proven ability to **optimize processes, implement strategic pricing, and drive upselling initiatives** to enhance profitability. A **guest-centric, people-first leader** skilled in **team building, financial efficiency, and market positioning** to maximize operational success.

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### Core Competencies

- ✓ Operations Management & Efficiency Optimization
- ✓ Guest Satisfaction (GSS, GRI) & Service Excellence
- ✓ Strategic Pricing & Revenue Growth
- ✓ Upselling Techniques & Market Positioning
- ✓ Online Travel Agencies (OTA) & Digital Visibility Enhancement
- ✓ Cross-Departmental Collaboration & Service Recovery
- ✓ Reservations & Peak Occupancy Optimization
- ✓ Luxury Hospitality & Compliance Management

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### Professional Experience

#### Radisson Hotel Group

##### Front Office Manager | Juba, South Sudan | Sep 2024 – Present

- Led seamless transition from Radisson Ghaziabad to Radisson Juba, ensuring operational continuity.
- **Increased GSS & GRI by 25%** through targeted guest experience enhancements.
- **Achieved 12% revenue growth** via strategic pricing and upselling initiatives.
- **Reduced service complaints by 30%** through cross-department collaboration.

##### Assistant Front Office Manager | Ghaziabad, India | Apr 2024 – Sep 2024

- Managed **323 rooms**, improving operational efficiency by **15%**.
- **Boosted GSS & GRI by 20%** through targeted engagement initiatives.
- **Optimized OTA conversions by 10%**, increasing online bookings.

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#### AAA Hotels & Resorts (Medhufushi, Hondaafushi & Filithiyo) | Maldives

##### Cluster Reservations & Sales Specialist | Sep 2023 – Apr 2024

- **Attained 90% peak occupancy** through optimized reservations management.
  - **Increased guest satisfaction by 18%** via personalized service enhancements.
  - **Enhanced digital presence by 12%** through OTA content strategy improvements.
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## Aurika Hotels & Resorts – Lemon Tree Hotels | Udaipur, India

### Front Office Manager | Aug 2022 – Sep 2023

- **Drove 15% RevPAR growth** through strategic pricing and premium service offerings.
  - **Strengthened online reputation**, increasing positive reviews by **25%**.
  - **Reduced operational costs by 10%** while maintaining service excellence.
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## M-Gallery Collections by Accor Hotels | Dubai, UAE

### Night Operations Manager | Feb 2021 – Jun 2022


- Ensured **100% safety compliance** and achieved audit excellence.
  - **Boosted RevPAR by 8%** through resource optimization and upselling.
  - Maintained **95% guest satisfaction** with seamless overnight operations.
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## Luxury Hotel Experience (Taj, Lebua, Radisson, The Lalit, Fortune Park) |

### India Various Operational Roles | Jul 2007 – Feb 2021

- Led front office and operations across **luxury hospitality brands**.
  - **Built high-performing teams** with **95% staff retention rate**.
  - Improved **guest satisfaction & financial performance** through service excellence and operational efficiency.
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## Education

 **Institute of Hotel Management, Shillong** – Bachelor's in Hospitality & Hotel Administration (2004–2007)

 **IGNOU** – Bachelor's in Tourism & Travel Services Management (2004–2007)

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## Certifications & Awards

 **KUDOS Culture Award**

 **Voice of the Guest (VOG) Recognition**

 **Manager of the Month**

 **Club Carlson Loyalty Program Winner (Asia Region, May 2017)**

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## Technical & Soft Skills

- ✓ Event Planning & Guest-Centric Excellence
- ✓ Business Acumen & Financial Oversight
- ✓ Adaptability, Leadership & Team Development
- ✓ Strong Digital & OTA Management Expertise