

# Shubhankar Jha

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## Professional Experience

### Experience

#### Front Office Manager

May 2023 – Dec 2024

Willowdale Hotel- LHM Canada – Toronto, ON

- Directed daily front office operations across multiple properties, focusing on smooth transitions and revenue maximization.
- Implemented process improvements that resulted in a 12% increase in front office revenue and significantly improved guest satisfaction through effective service management and problem resolution.
- Managed staff scheduling, hiring, and training, ensuring optimal staffing levels and driving operational efficiency while maintaining high standards of guest service.
- Resolved operational challenges by applying strong analytical and decision-making skills, identifying new sales opportunities, and enhancing property performance during transitional periods and regional support.
- Conducted regular performance reviews and feedback sessions with team members to uphold service standards and foster a positive work environment.
- Analyzed guest feedback and operational data to identify trends and areas for improvement, implementing targeted actions to enhance guest satisfaction and operational efficiency.

#### Front Office Supervisor

Feb 2022 – Apr 2023

Avid Hotel Vaughan, Southwest –LHM Canada -Vaughan, ON

- Supervised front desk operations, including check-ins, check-outs, and reservations, managing a team of 10 staff members and improving efficiency by 20%, which contributed to a 12% increase in front office revenue.
- Addressed guest inquiries and special requests promptly, achieving high satisfaction levels and fostering loyalty, resulting in a 15% increase in repeat bookings.
- Trained and supported new hires on front desk procedures and PMS usage, enhancing team efficiency and service quality, leading to consistently positive guest experiences.
- Played a key role in the pre-opening phase of Canada's first Avid Hotel property, assisting with setup and operational planning to ensure a successful launch. Managed daily guest check-ins and check-outs for over 100 guests, ensuring a smooth and welcoming arrival experience, which contributed to a 10% increase in overall guest satisfaction.
- Fostered guest loyalty by providing exceptional service and resolving inquiries promptly, leading to a 10% boost in repeat bookings during the holiday season.

#### Assistant Sales Manager

Jul 2016 – Sep 2021

Lemon Tree Hotels, Bangalore, India

- Managed a diverse portfolio of room and food & beverage sales across Pan India, integrating catering and room sales to drive revenue growth for 182 hotels, including Tree Premier, Lemon Tree, Red Fox, and recently merged 75 Keys Hotels.

- Specialized in matching customer requirements with tailored solutions, onboarding new corporate clients, and forecasting lodging income to support strategic sales initiatives.
- Oversaw dual portfolios, both unit-specific and regional, ensuring consistent sales performance and market presence across multiple hotel brands and geographical locations.

## Education

- **Seneca College, Toronto – Masters-** Global Hospitality Business Management  
Jan 2022 – Dec 2022
- **Seneca College, Toronto – Masters-** Global Hospitality Operations Management  
Jan 2022 – Dec 2022
- **University of Huddersfield, UK- Graduation – BA (Hons), Hotel Management**  
Mar 2013 – Jun 2016

## Certifications

- Smart Serve
- Food Handler certification
- Google Analytics
- Social Marketing Hootsuite certification
- AHLEI Hospitality Manager Leadership
- Neuro-linguistic Programming certifications
- Certified Life Coach

## Skills

- **Front Office Management:** Proficient in overseeing daily operations, front desk functions, and reservations to ensure exceptional guest experiences.
- **Sales & Revenue Optimization:** Experienced in driving room sales, implementing revenue strategies, and meeting sales targets to maximize revenue.
- **Operational Excellence:** Skilled in budgeting, project management, and streamlining hotel operations, including pre-opening hotels.
- **Customer Service:** Expertise in enhancing guest satisfaction, managing relations, and resolving conflicts to boost loyalty and repeat bookings.
- **PMS Proficiency:** Advanced in Opera, Cenium, Wespro, and Zoho systems for effective property and operations management.
- **Leadership & Coaching:** Certified Life Coach and NLP Practitioner, using advanced techniques to inspire, motivate, and develop high-performing teams.
- **Communication:** Multilingual with strong verbal and written skills, improving service delivery and team interaction.
- **Safety & Compliance:** Knowledgeable in implementing safety protocols and emergency procedures for a secure environment.
- **Technical Skills:** Adept in troubleshooting, data entry, and administrative tasks for operational efficiency.
- **Time Management:** Effective at multitasking and prioritizing tasks to ensure timely completion.



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