

PROFILE

Aim to be placed in challenging organization that gives me scope to enhance my knowledge and skills and be a part of a team that dynamically works towards growth of organization.

CONTACT

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Hazaribagh, Jharkhand 825312



RAVINDRA KUMAR GUPTA

FRONT OFFICE HOSPITALITY PROFESSIONAL

SKILLS

- Guest Handling
- Active Listening
- Decision Making
- Time Management
- MS Excel, MS Word and Powerpoint
- IDS Software, SAP Software
- Basic Computer Skills

HOBBIES

- Learning New skills
- Cooking
- Music
- Reading Books
- Explore new places

ACHIEVEMENT

- Diploma in Computer Application (ADCA)

INDUSTRIAL TRAINING

Completed industrial training from ITC GRAND CENTRAL ,MUMBAI

LANGUAGES

- Hindi & English

WORK EXPERIENCE

Bloom Hub Weh Mumbai (4-star)

Front Office Executive

- Continuing as Front Office Executive, Handling front desk and reception area of an office or hotel, and is the first point of contact for clients and visitors. They are responsible for creating a positive impression, providing excellent customer service, and ensuring the office runs smoothly

Sarovar Hotels & Resorts Royal Hometel Suites,Mumbai (4-star) Front Office Supervisor (Dec,2023-Sep,2024)

- Supervise the daily operation of the Front Office Department, which includes Guest Relation Agents, Front Desk, Telephone Operator, and Driver/Bell person. Communicate with guests as per hotel policies and procedures to know their needs and concern daily.

Sarovar Hotels & Resorts, Ranchi (4-Star) Dec,2023[Senior Guest Service Associate]

Aug,2022-

- Managed daily operations of the front desk, including welcoming guests, coordinating guest experience, and overseeing check-in and check-out procedures.
- Managed guest complaints and resolved issues to ensure a superior guest experience.
- Processed guest payments and maintained accurate records of cash transactions. Monitor reservations requests by internet and mail.

Club Mahindra Puducherry (Resort)

Sep, 2021 – Aug,2022

[Guest Service Associate]

- Learning daily operations of front desk.
- Check-in/check-out, settlements.
- Guest Handling

EDUCATION**Bachelor of Hotel Management & Catering Technology**

IHM Bhubaneswar(NCHMCT)

2017-2020

Intermediate

Inter Science College , Hazaribagh **2015-2017**

Matriculation

ST. Stephen's School, Hazaribagh **2015**

DECLARATION

I hereby declare that the particulars furnished above are true to the best of my knowledge and belief.