



Gaurav Upadhyay

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Professional Summary

Dynamic hospitality professional with over **17 years** of experience in **Operations Management, Revenue Growth, and Guest Satisfaction (GSS, GRI)**. Proven expertise in **Process Optimization, Strategic Pricing, and Upselling Techniques** to enhance **Luxury Hospitality** services. A people-first leader adept at **Team Building, Market Positioning, and Financial Efficiency** to maximize guest experiences and revenue.

Core Competencies

- **Operations Management & Efficiency Improvement**
 - **Guest Satisfaction (GSS, GRI) & Service Excellence**
 - **Strategic Pricing & Revenue Optimization**
 - **Upselling Techniques & Market Positioning**
 - **Online Travel Agencies (OTA) & Digital Visibility Growth**
 - **Cross-Departmental Collaboration & Complaint Reduction**
 - **Luxury Hospitality & Risk Compliance**
 - **Reservations Management & Peak Occupancy Optimization**
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Professional Experience

Radisson Hotel Group

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

- Transferred from **Radisson Ghaziabad** to **Radisson Juba**.
- Increased **GSS & GRI** by **25%** through **Guest Experience Enhancements**.
- Achieved **12% revenue growth** via **Strategic Pricing & Upselling**.
- Reduced service complaints by **30%** through **Cross-Department Collaboration**.

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

- Managed **323 rooms**, improving efficiency by **15%**.
- Boosted **GSS & GRI** by **20%** through **Targeted Engagement Initiatives**.
- Optimized **OTA booking conversions** by **10%**.

AAA Hotels & Resorts

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

- Attained **90% peak occupancy** via **Reservations Management**.
- Increased **guest satisfaction** by **18%** through **Personalized Services**.
- Enhanced **digital visibility** by **12%** via **OTA Optimization**.

Aurika Hotels & Resorts – Lemon Tree Hotels

Front Office Manager | Udaipur, India | Aug 2022 – Sep 2023

- Achieved **15% RevPAR growth** through **Strategic Pricing & Service Excellence**.
- Strengthened **Online Reputation**, increasing **positive reviews by 25%**.
- Reduced **operational expenses by 10%** while maintaining **high standards**.

M-Gallery Collections by Accor Hotels

Night Operations Manager | Dubai, UAE | Feb 2021 – Jun 2022

- Ensured **Safety Compliance** and achieved **Audit Excellence**.
- Boosted **RevPAR by 8%** via **Resource Optimization & Upselling**.
- Maintained **95% guest satisfaction** with **Seamless Overnight Operations**.

Luxury Hotel Roles / India / Jul 2007 – Feb 2021

- Led operations at **Taj, Lebua, Radisson, and Fortune Park**.
- Built **high-performing teams** with **95% retention**.
- Enhanced **Guest Satisfaction & Financial Performance**.

Education

- **IGNOU** – Bachelor's in Tourism & Travel Services Management (2004–2007)
- **Institute of Hotel Management, Shillong** – Bachelor's in Hospitality & Hotel Administration (2004–2007)

Certifications & Awards

- **KUDOS Culture Award**
- **Voice of the Guest (VOG) Recognition**
- **Manager of the Month**
- **Club Carlson Loyalty Program Winner (Asia Region, May 2017)**

Skills & Traits

Skills: Event Planning, Business Acumen, Guest-Centric Excellence

Personality: Collaborative, Adaptable, Detail-Oriented, Passionate about Hospitality
