



📍 New Delhi, 110003

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✉ Risheb Kumar95@gmail.com

SUMMARY

Experienced professional with focus on team leadership and customer service. Adept at managing daily operations, resolving issues, and ensuring smooth workflow. Strong communication skills and ability to motivate staff, driving productivity and customer satisfaction.

SKILLS

- SAP TMS Indra
- Product knowledge
- Report generation
- Time management
- Business operations understanding
- SOUL PMS
- SALESFORCE
- Crest Inventory Management
- Talisma
- Cloudcherry

RISHEB KUMAR

EXPERIENCE

May 2024 - Current

Assistant Front Office Manager - HOD MAHINDRA HOLIDAYS AND RESORTS INDIA LIMITED | JIM CORBETT, UTTARAKHAND

- Experienced in supervising, training, and evaluating staff to ensure high-quality service and efficient operations. Expertise in guest relations, check-in/check-out processes, managing customer feedback, and improving service delivery. Proficient in front office administration, including handling calls, emails, reservations, and transaction records. Strong ability to manage room inventory, pricing, and OTA listings. Adept at managing front office supplies and fostering positive guest experiences through personalized service and local recommendations.

July 2022 - April 2024

FRONT OFFICE CMET (CLUB MAHINDRA EXECUTIVE TRAINEE) MAHINDRA HOLIDAYS AND RESORTS INDIA LIMITED

- Gained hands-on experience across multiple Club Mahindra properties, working on a variety of projects and collaborating with resort managers and senior management. 1st project assigned by the management to assist its team to develop Mahindra's own PMS software 'SOUL'.
- Responsible for overseeing front office operations and managing guest relations to ensure high service standards.
- Assisted the IT team in developing Club Mahindra's proprietary Property Management System (PMS), *Soul*.
- Started as a tester and advanced to Senior Trainer, responsible for training staff on the new system.
- Collaborated with the core team to rewrite Standard Operating Procedures (SOPs) in accordance with the new PMS system, ensuring alignment with operational goals.
- Contributed to the pre-opening of a new resort in Sikkim, focusing on setting up the front office department.
- Conducted staff training to ensure seamless operations upon launch.

July 2019 - June 2022

PART-TIME COMMUNITY MANAGER FUME INFOTECH PRIVATE LIMITED

- Shifted from front-of-house to back-of-house responsibilities as a part-time Community Manager.
- Ensured smooth functioning of all departments, supporting overall operations.
- Handled Virtual Office products and services, including administrative tasks.
- Managed mailing, documentation, and provided general administrative assistance.
- Provided onsite support as required, ensuring efficient operations across departments.

March 2021 - April 2021

TRAINEE HYATT REGENCY DELHI

April 2017 - July 2019

COMMUNITY MANAGER FUME COWORKING

- Focused on ensuring the smooth and efficient functioning of the office space.
- Responsible for overall management and maintenance of the property.
- Handled relationships with vendors, ensuring timely delivery of services and products.
- Managed office inventory, ensuring adequate supplies and timely reordering.

- Responsible for training, placement, and performance monitoring of staff.
- Managed billing, invoicing, and payment tracking for services rendered.
- Coordinated bookings for meetings, events, and other on-site activities.
- Provided comprehensive administrative assistance to ensure smooth day-to-day operations.
- Leveraged strong knowledge of IT, working with LAN, WAN, and wireless devices to maintain office connectivity and systems.

April 2015 - February 2017

DEO & Research Analyst Unify Business

- Company Overview: (Email Marketing)
- Research and gather data to help projects and entering into system
- Gathering of data on projects demographics, preference and needs
- Collecting data and information using variety of methods and website, such as Linked in, Magazines, Articles, News etc
- (Email Marketing)

LANGUAGES

English:

Hindi:

EDUCATION

04/2022

BSC | HOSPITALITY AND HOTEL ADMINISTRATION

INSTITUTE OF HOTEL MANAGEMENT, CATERING & NUTRITION, NEW DELHI

GPA: 81.4%

01/2015

BA | OFFICE MANAGEMENT AND SECRETARIAL PRACTICE

COLLEGE OF VOCATIONAL STUDIES, UNIVERSITY OF DELHI

GPA: 63%

01/2013

ADVANCE DIPLOMA | SOFTWARE TECHNOLOGY

NICE COMPUTER AND EDUCATIONAL, GOVT. OF NCT OF DELHI

GPA: 70.20%

PERSONAL INFORMATION

Date of birth: 05/07/95

HOBBIES AND INTERESTS

- Travelling and Cooking for myself

PROJECTS

- Member of PMS Development Team "SOUL",
- Front Office SOP Writing Team Member at Club Mahindra.
- Resort Pre-Opening Team Member.