

VIVEK DUBEY

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PROFESSIONAL SUMMARY

Seasoned General Manager with 25 years in the hospitality industry, specializing in hotel operations, guest satisfaction, and revenue management. Proven track record in enhancing brand reputation, elevating TripAdvisor rankings, and driving financial growth. Adept at managing hotel pre-openings, team leadership, and optimizing guest experiences in luxury and business hotels.

KEY ACHIEVEMENTS

⭐ TripAdvisor Excellence:

- Elevated Clarks Collection Vadodara to #1 on TripAdvisor and maintained it throughout tenure.
- Improved Clarks Amer Jaipur ranking from #89 to Top 5 through service and operational excellence.
- Raised Brij Bageecha Jaipur from #129 to Top 5, maintaining the ranking through guest satisfaction.

💰 Revenue Growth & Operations:

- Led revenue management strategies, boosting room sales by 20% at Clarks Amer Jaipur.
- Implemented cost optimization measures, reducing operational expenses by 15%.
- Successfully executed pre-opening strategies for multiple hotels, setting up efficient front office operations.

PROFESSIONAL EXPERIENCE

Brij Bageecha, Kukas, Rajasthan

⌚ Nov 2024 – Present

Position: General Manager

- Oversee end-to-end hotel operations, ensuring profitability and guest satisfaction.
- Lead team training & service excellence programs to enhance guest experience.
- Implement budgeting and revenue strategies to maximize financial performance.

Hotel Clarks Amer, Jaipur

⌚ April 2022 – October 2024

Position: Executive Manager (Officiating General Manager)

- Directed front office, F&B, and sales operations, improving overall revenue.
- Designed guest experience initiatives, achieving 5-star ratings across major platforms.

[31] July 2021 – March 2022

Position: Rooms Division Manager

- Managed housekeeping, front office, and reservations, ensuring smooth guest services.
 - Led inventory management & pricing strategies to boost occupancy rates.
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Clarks Collection, Vadodara

[31] September 2017 – June 2021

Position: Area General Manager

- Managed multiple hotel properties, aligning them with brand standards.
 - Spearheaded TripAdvisor ranking improvement strategies, securing #1 position.
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Hotel Clarks Amer, Jaipur

[31] August 2016 – August 2017

Position: Front Office Manager

- Led guest relations, reservations, and concierge services.
 - Implemented upselling techniques, increasing average room revenue.
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Fortune Park Bella Casa, Jaipur (ITC)

[31] September 2013 – July 2016

Position: Front Office Manager

- Managed room pricing, event coordination, and front office operations.
 - Supervised staff training programs, enhancing service delivery standards.
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Inder Residency, Udaipur

[31] April 2011 – September 2013

Position: Front Office Manager

- Developed pricing strategies & revenue management systems.
 - Strengthened guest handling procedures, increasing positive feedback scores.
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Previous Roles in Hospitality (1999 – 2011)

- **The Wall Street, Jaipur (Front Office Manager)**
 - **Pride Amber Vilas, Jaipur (Front Office Manager – Pre-Opening Team)**
 - **Holiday Inn Jaipur (Manager, Front Office)**
 - **Howard Park Plaza, Agra (Lobby Manager)**
 - **Hotel Clarks Shiraz, Agra (Front Office Executive)**
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EDUCATION

Agra University

- **Post Graduation in Hospitality Management (2001 – 2003)**
- **Bachelor's Degree (1994 – 1997)**

UP Board, Allahabad

- **12th Grade (1992 – 1994)**
 - **10th Grade (1990 – 1992)**
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PROFESSIONAL CERTIFICATIONS

- P.G. Diploma in Hotel Management – Agra University (1997 – 1999)**
 - MS Office Certification – APTECH (1999 – 2000)**
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SKILLS & EXPERTISE

- ✓ **Hotel Operations & General Management**
 - ✓ **Revenue & Yield Management**
 - ✓ **TripAdvisor & Online Reputation Management**
 - ✓ **Budgeting & Financial Planning**
 - ✓ **Guest Satisfaction & Service Excellence**
 - ✓ **Staff Training & Leadership Development**
 - ✓ **Hotel Pre-Opening & SOP Implementation**
 - ✓ **Sales, Event Coordination & Cross-Selling**
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LANGUAGES

-  **English – Fluent**
 -  **Hindi – Fluent**
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ADDITIONAL DETAILS

 Date of Birth: 24th July 1978

 References: Available upon request