

Abhishek Kr. Pandey

General Manager



Contact Details



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Ranchi, Jharkhand - 834006

D.O.B: 26.10.1991

SUMMARY

Highly motivated and result driven General Manager & Revenue Manager, successful at implementing strategic approaches to drive profitability, sales & Revenue Management Recognized for performance excellence in operations and customer care. Strong ability to drive profits, control costs and achieve continuous process improvement. Successfully motivated, trained and developed team members to

SKILLS

- Financial administration
- Staff development
- Operations management
- Staff training and development
- Process improvement
- Sales planning and implementation
- Budgeting and cost control strategies
- Knowledge of HR Management, Payroll, Statutory like PF, E SIC, & PT.

EXPERIENCE

The Clarks Exotica | Bhuj, Gujarat, India

General Manager

From October 2023 to Current

- Responsible for entire Resort Operations.
- Sourced and developed sales leads to increase client base.
- Maximised revenue by identifying key long-term growth initiatives.
- Developed systems and procedures to optimise efficiency and quality.
- Achieved productivity improvements while enhancing quality control operations to reduce overhead.
- Working Closely with all the OTA partner to increase the occupancy & Revenue.
- Drove sales and maintained cost controls.
- Planning for F&B Sales & Operations.
- Sourced ODC to increase the F&B Revenue.
- Maximised compliance by auditing quality systems.
- Generated daily operational and sales reports for corrective action or continuous improvement.
- Empowered staff members to contribute to continuous improvement, quality, and growth of company.
- Maintained healthy relation between Owners and Corporate.

ST Laurn Koregaon Park | Pune, India

General Manager

From April 2022 till September 2023

Operations Manager

From March 2020 till March 2022

- Empowered staff members to contribute to continuous improvement, quality, and growth of company.
- Generated daily operational and sales reports for corrective action or continuous improvement.
- Oversaw financial management activities, including budget management, accounting, and payroll.
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Achieved productivity improvements while enhancing quality control operations to reduce overhead.
- Drove sales and maintained cost controls.

EDUCATION

Bachelor of Hospitality

Management "GRIHM, Haldia under West Bengal University of Technology," Year 2009- 2012

Executive MBA

"MIBM Global, Noida, Year 2019

TRAINING & CERTIFICATION

Industrial Training

From The Leela Kempinski | Goa, India, October 2010 to February 2011.

Six Sigma Green & Black Belt

From Gensyes Gravitex, August 2023

Revenue Management Basic Principles & Calculation from STAAH, Nov 2020

HR Management & Analytics from Amity Future Academy, April 2020

Hospitality Leadership Programme from AHLEI, April 2020

FOSTAC Safety & Awareness Training from FSSAI, June 2020

Career Overview from Entry Level to Mid Management

February 2012 - February 2013 Front Office Assistant The Chancery Pavilion | Bangalore, India

March 2013 - March 2014 Front Office Assistant Optus Sarovar Premiere | Gurgaon, India

April 2014 - June 2015 Front Office Supervisor ITC Fortune Park Vallabha | Hyderabad, India

June 2015 - July 2016 Front Office Executive Della Resorts | Lonavala, India

August 2016 - March 2017 Front Office Executive Zone By The Park | Raipur, India

April 2017 - April 2018 Senior Duty Manager ST LAURN THE SPIRITUAL RESORT | Shirdi, India

April 2018 - September 2018 Assistant Front Office Manager ST LAURN THE SPIRITUAL RESORT | Shirdi, India

September 2018 - November 2019 Duty Manager Radisson Blu Hotel | Ranchi, India

December 2019 - March 2020 Assistant Front Office Manager Radisson Blu Hotel | Ranchi, India

Three Reference Check from Industry

1. Mr. Navin Kumar, Vice President ST Laurn Hotels & Resorts

Mobile Number: +91 8888834867

2. Mr. Santanu Guha Roy, General Manager Holiday Inn Kolkata

Mobile Number: +91 9341525548

3. Mr. Mahesh Singh Jasrotia, Vice President Operations Radisson Blu Udaipur

Mobile Number: +91 9109135050