



## NITYANAND

### EXECUTIVE HOUSEKEEPER

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Nityanand



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#### MY OBJECTIVE

Skilled hotel management professional offers skills in team leadership and guests with prompt, professional service from friendly and knowledgeable team members. Strengths include managing operations, maintaining records and achieving property objectives.

#### PERSONAL

Age-38 years  
Nationality- Indian  
Relationship- Married  
Driver License-Yes

#### HARD SKILLS

Microsoft office	<div><div></div></div>
Emailing	<div><div></div></div>
Social Media	<div><div></div></div>
Facebook Business	<div><div></div></div>
Opera	<div><div></div></div>
Opera Cloud	<div><div></div></div>

#### STRENGTHS

Creativity	<div><div></div></div>
Organisations	<div><div></div></div>
Communications	<div><div></div></div>
Leadership	<div><div></div></div>
Hotel Management	<div><div></div></div>
Hospitality	<div><div></div></div>

#### LANGUAGES

English	<div><div></div></div>
Hindi	<div><div></div></div>
Bengali	<div><div></div></div>

#### EXPERIENCES

##### Executive Housekeeper

Dec 2019 – Jan 2024

**Novotel Hotel –  
Ahmedabad, India**

5\*- 222 Rooms

##### Executive Housekeeper

Dec 2017 – Dec 2019

**Crowne Plaza – Pune, India**

5\*- 176 Rooms

##### Deputy Housekeeper

April 2017 – Dec 2017

**Holiday Inn Aero city – Delhi, India**

5\*-265 Rooms

##### Housekeeping Manager

Nov 2015 – March 2017

**Holiday Inn Aero city – Delhi, India**

5\*-265 Rooms

##### Asst. Housekeeping Manager

April 2014 –Nov 2015

**Piccadilly Hotel (Hilton) – Delhi, India**

5\*- 228 Rooms

##### Housekeeping Executive

Jan 2013 – April 2014

**Hilton (Crowne Plaza), Double Tree by  
Hilton (Holiday Inn) – Delhi, India**

5\*- 353

##### Housekeeping Supervisor

Jan 2011 – Jan 2013

**Radisson Blu – Delhi, India**

5\*-178 rooms

##### Housekeeping Team Leader

June 2010 – Dec 2010

**The Grand – Delhi, India**

5\*-390 rooms

##### Hotel Operational Trainee

June 2009 – May 2010

**The Grand – Delhi, India**

5\*- 390 rooms

#### EDUCATION

2006-2009

**BHM-IGNOU, India**

2003-2006

**BSC- BBRAU-India**

2001-2003

**10+2- CBSE-India**

2000-2001

**10TH- CBSE-India**

#### CERTIFICATIONS

- Train the Trainer -IHG
- Leading Others- IHG.
- GLP- Accor
- Certified First Aider.

##### Executive Housekeeper

Jan 2024 – Current

**Eros Hotel – New Delhi, India**

5\* Luxury -218 Rooms

- Managed financial and administrative requirements, adhering to budgets and guidelines.
- Responded to and implemented guest feedback to achieve positive outcomes and high levels of customer satisfaction.
- Actively participated in recruitment process, contributing to key recruitment decisions to ensure Novotel delivered consistently exceptional results.
- Managed 50+personnel in busy hotel environments with 222 rooms.
- Planned, directed and coordinated service delivery across operational departments, exceeding guest expectations.
- Managed forecasts and budgets, developing achievable targets and strategic goals.
- Provided professional and engaging service to guests, addressing concerns within given timeframes.
- Sustained safety protocols, ensuring proper and cost-effective equipment and material usage.
- Managed staff training and on boarding, coaching in customer service techniques, best practices and complaint management.
- Motivated team members to deliver optimum results, leading by example through positive interactions with guests and staff.
- Increased employee loyalty and reduced turnover by implementing innovative operational practices, including reward programmes.
- Examined rooms, lounge areas and stairways to determine cleaning requirements and maintain safe and aesthetically appealing appearance and standards.
- Responded to queries and resolved issues to maintain smooth communications and professional track record.
- Oversaw staff to gauge work productivity, performance and responsibility, delivering quality standards and complying with regulations.
- Managed administration duties, including updating records, filing bookings and other tasks as required.
- Answered phones politely and professionally, dealing with matters including bookings and general queries.
- Handled guest complaints in a polite and friendly manner, providing effective solutions to maintain customer retention.
- Used smart upselling techniques to increase customer purchases, including room upgrading and service add-ons when checking in.
- Respected business commitment to environmental preservation by making sure employees saved energy, recycled and sorted waste.
- Developed and implemented new incentives by promoting loyalty programs to motivate colleagues and maximize business revenue.

#### INTERESTS

Cricket // Travelling // Long drives // Socializing