

# Atiqur Rahman

## General Manager

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## SUMMARY

Experienced Hotel General Manager with a proven track record in delivering exceptional customer service and achieving budgeted profitability. Fluent in English, Hindi and skilled in building and maintaining strong & transparent relationships with stakeholders. Strong leadership abilities and a focus on creating a high-performance team culture.

## EXPERIENCE

### General Manager (1y & 1m)

#### ARCO Hotels & Resorts

11/2023 - Present Srinagar, Jammu & Kashmir, India

Opened & managed all aspects of day-to-day operations of a upscale corporate hotel. Led and developed a team of Heads of Department to ensure high standards and budgeted profitability. Utilized guest feedback to improve KPI performance resulting in increased customer satisfaction. Oversaw all business areas with an eye for detail and created and ensured brand standards were consistently delivered. Adhered to company policies and procedures and supported the management in implementing the hotel business plan.

### Operations Manager (2y & 9m)

#### Skyview by Empyrean

03/2021 - 10/2023 Patnitop, Udhampur, Jammu & Kashmir

Supported the General Manager in overseeing daily operations of a luxury adventure resort spread over 21 acres. Coordinated with department heads to ensure smooth workflow and exceptional guest experiences. Assisted in the development and implementation of Stand Operating Procedures, strategies to increase profitability and maintain high brand standards.

- Managed Rooms Division Operations, Adventure Activities, Gondola Services, Food & Beverages Operations, Accounting
- Led a team of 150+ employees, providing training and guidance to optimize performance.
- Ensured compliance with health and safety regulations and conducted regular inspections to maintain a safe and clean environment.

## STRENGTHS

### & Leadership

Led a team of 50+ employees, fostering a collaborative and high-performance work environment resulting in improved employee engagement and productivity.

### □ Problem-Solving

Proactively addressed operational challenges and implemented effective solutions resulting in streamlined processes and cost savings.

### A Adaptability

Successfully managed multiple projects and handled changing priorities in a fast-paced and dynamic hospitality environment, ensuring seamless operations under extreme weather conditions

### E Communication

Candor & effectively communicated with diverse stakeholders, including guests, staff, and suppliers, resulting in strong relationships and enhanced customer satisfaction.

### ● Attention to Detail

Maintained a meticulous approach to quality assurance and brand standards, resulting in consistently high guest satisfaction ratings.

### E Financial Acumen

Managed budgets and financial performance, utilizing data analysis to identify revenue opportunities, accuracy of taxes and reduce costs.

## EXPERIENCE

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### Front Office Manager (8yrs)

#### The Suryaa New Delhi

10/2013 - 03/2021      New Delhi, India

#### (5 Star Deluxe Hotel- 242 Rooms property, formerly known as Crowne Plaza New Delhi)

Supervised Front Office, Health Club & SPA, Travel Desk operations of a busy hotel, ensuring smooth check-in/check-out processes and guest satisfaction. Trained and supervised a team of front desk agents and implemented strategies to improve efficiency and customer service over all hotel's digital reputation.

### Assistant Front Office Manager (2yrs)

#### The Suryaa New Delhi

10/2011 - 09/2013      New Delhi, India

5 Star Deluxe Hotel- 242 Rooms property, formerly Crowne Plaza New Delhi

- Played a key in enhancing hotel's ranking on TripAdvisor
- Improved the hotel rank from 120 to 44 in

### Assistant Front Office Manager (1y 6m)

#### Holiday Inn Izdihar, Riyadh

12/2009 – 05/2011      Riyadh, Saudi Arabia

(5 Star Hotel- 289 Rooms property, managed by **InterContinental Hotel Group**)

### Assistant Manager-Front Office/Duty Manager

#### Crowne Plaza Delhi

04/2004 – 11/2009      New Delhi, India

5 Star Deluxe Hotel- 242 Rooms property

A Unit of Intercontinental Hotel Group (IHG)

### Front Office Assistant to Front Office Executive

#### Rockland Inn/The Suryaa/Crowne Plaza Delhi

10/1988 – 03/2004      New Delhi, India

## EDUCATION

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### Diploma in Hospitality Management

#### IIAS School of Management

1995 - 1998      Siliguri, Darjeeling, India

### Intermediate in Commerce

#### Purnea College (Bihar Intermediate Education Council)

1993 - 1995      Purnea, Bihar, India

### All India Secondary School Examination

#### St. Giri School (Central Board of Secondary Examination)

1993      New Delhi, India

## LANGUAGES

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### English

Proficient



### Hindi

Native



### Urdu

Proficient



### Arabic

Intermediate



## SKILLS

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### Customer Service

### Team Leadership

### Budget Management

### Performance Management

### Relationship Building

### Strategic Planning

### Revenue Optimization

### Staff Training      Quality Assurance

### System Implementation