



# Shyam Sharma

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## FRONT OFFICE MANAGER

**Snapshot:** Accomplished & result focused senior professional with about 8 years of experience in end to end customer support processes encompassing transition, knowledge transfer, training & development and operations across diverse organizations. Acknowledged by clients & the senior management for consistently enhancing client satisfaction through superior service quality across professional career; exploring challenging managerial assignments with a professionally managed organization

### Summary:-

Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Work with clients to determine requirement and provide excellent service.

Dedicated with experience in achieving tangible results and cross-team collaboration. Proactive and excited to partner with like-minded individuals to achieve goals.

Motivated Department with 8 years of progressive experience. Energetic self-starter and team builder. Navigates high stress situations and achieves goals on time and under budget

## PROFESSIONAL EXPERIENCE

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### OM PLAZA GUEST HOUSE (Front Office Executive,Duty Manager)

April 2017- Jul 2020

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#### Process Associate

#### Organization Profile:

Om plaza Guest Houses the best provider of intelligent information in Finance and Accounting, Risk and Compliance, Legal, Market and Media all over the India.



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## Key Qualifications & Responsibilities

Ensured compliance with hotel company standards and city hospitality policies.

Reviewed items of note to determine what needed to be communicated to staff of subsequent shifts.

Liaised with housekeeping staff to ensure all rooms were clean and ready to accommodate new guest arrivals.

Informed customers about payment methods and verified credit card data.

### **Responsibilities:**

Planned, created and executed training programs .

Generated leave reports, weekly, Daily and monthly reports Monthly Stock in Excel .

Maintained and reported all special projects of my team to the reporting manager.

Took many responsibilities during organizational wide events and a member of Fun committee.

Maintaining Production sheet and the Quality tracker of the entire team.

Taking feedback and Refresher sessions for new hires based on their Performance.

## Highlights

Currency rates	Micro-soft Office Suite
House-keeping schedules	Wake-up calls
Quality assurance	Relation-shipbuilding
Guest experiences	Lost &found items
Event planning	Budgeting &inventory

## Experience:-

Ensured compliance with hotel company standards and city hospitality policies.

Review editemsofnotetodeterminewhatneededtobecommunicatedtostaffofsubsequentshifts.

Liaisedwithhousekeepingstafftoensureallroomswerecleanandreadytoaccommodatenewguestarrivals.

Informed customers about payment methods and verified credit card data

Plan schedule and supervise the work of other 4 Front Desk employees

Process guest arrivals and departures ,including all necessary payments



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Oversaw guest registration reservations and other clerical duties with a focus on quality and courtesy

Solid experience in accounting functions, such as account Payable/Receivable and auditing

Offer referral for services and handle quests for information

Communicate with all hotel department efficiently and maintain the function board in the hotel lobby

Arrange for shuttle services and assist with other guest transport needs

Confirm sufficient supplies are ready and available to last the entire shift

Direct phone calls as necessary and ensure incidental services (movies, phones, video games, etc.) are active or restricted

Answered inquiries pertaining to hotel services guest registration and travel directions or make recommendations regarding shopping, dining, or entertainment

Improved property management functionality by submitting key change requests

Co-ordinated sale and planning for wedding parties and events

Maximized revenues partnering with regional manager to forecast rates based on market trends

Confirmed reservation in system and reviewed all noted information

Recorded guest comments or complaints referring customer to managers as necessary

Promoted positive guest relations to all individuals approaching the Front Desk

Liaised with vendors to solve issues with Internet phone and in-room movies

Issued key-cards and escort instructions to bellboys

Cleaned and maintained lobby and common areas, restocked supplies and watering plants

Advised housekeeping staff when rooms have been vacated and are ready for cleaning

Deposited guest valuables in hotel safes or safe-deposit boxes

## Royal Ace Boutique Hotel (Assistant Front office Manager)

Oct 2021- Sep 2022

**Summary** Dedicated Hotel Front Desk Agent offering more than 6 months in the hospitality industry as well as in-



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depth knowledge of hotel desk operations. Consistently delivers first-rate service and fosters positive relationships with guests to promote customer satisfaction and loyalty. Tech-savvy, highly accurate, and efficient in data entry and general operations.

**Description :**

Used software tools including: quick books, wayne reaves contacted customers with past-due balances.

Advised customers of necessary actions and strategies for debt repayment.

Located and monitored overdue accounts using computers recorded and updated information about the financial status of customers and collection efforts.

Conferred with customers by telephone and in person to determine reasons for overdue payments and to reviewed the terms of sales, service, and credit contracts.

Located and notify customers of delinquent accounts by mail, telephone, and personal visits to solicit payment.

Recorded information about financial status of customers and status of collection efforts.

Sorted and file correspondence, and performed miscellaneous clerical duties such as answering correspondence and writing reports.

Traced delinquent customers to new addresses by inquiring at posted offices, telephone companies, credit bureaus, and through the questioning of neighbours.

Assisted the practice manager with daily deposits, payroll, mailings and filing.

Coordinating schedules, payroll, and expenses to meet or fall below budget.

Ensuring that guest data and management reporting is processed efficiently and accurately while maintaining proper security standards.

Ensuring that all accounting transaction and cash handling procedures are in compliance.

Conducting regular monthly meetings with members of the front office and communication team to address current initiatives, projects, and long term goals.

Recruiting, hiring, training and retaining associates for all supervised departments.

Developing monthly training items to foster development and cross-training with other departments.



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Monitoring guest satisfaction processes, and respond to guest concerns, and inquiries.

Recruiting for front office personnel and city bus drivers management of 2 sometimes 3 person staff management of front office, call centre, type atmosphere.

Credentialing and re-credentialing, fulfilled records requests, ordered office supplies.

Administering annual flex-enrolment meetings, resolved conflicts between employees and insurance carriers, and coordinated health fairs to promote employee wellness.

Responsible for maintaining and enhancing the product and service presented to guests.

Able to make changes that respond to the marketplace and to guest needs, both present and anticipated.

Responsible for direct management of front desk, guest service and valet operations of an upscale downtown hotel to ensure efficient, cost-effective, quality customer service is provided to all hotel guests.

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### **Yellow bamboo resort and spa ( Front office Manager)**

**Oct2022- July 2024**

**Summary :** I have 8 years of experience, as a Front Office Manager. My goal is to obtain a challenging leadership position in a customer service oriented organization that will utilize my background in business and management.

**Skills :** Accounting Software, Advertising, Advertising Copywriting, Budgeting, Contract Management, Database Administration, Electronics, Financial Statements, Inventory Management, Microsoft Mail, Policy Analysis, Quickbooks, Reconciling, and Tax Planning.

#### **Experience:-**

Create and execute innovative front office strategies that will drive the hotel to exceed guest satisfaction and revenues.

Work collaboratively with all members of the front office team in departmental planning, development, and execution.

Ensure front office staff and management is properly trained to standards and able to carry out the operations of each department.

Work closely with department managers and supervisors to develop them both personally and professionally.

Ensure that all complaints regarding service and/or accommodations are investigated and resolved.



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Monitor budgets and payroll records, and review financial transactions to ensure that expenditures are authorized and budgeted.

Review work procedures and operational problems to determine ways to improve service, performance, or safety.

Organize and direct worker training programs, resolve personnel problems, hire new staff, and evaluate employee performance.

Maintain complete knowledge of all front office department policies/service procedures.

Provide training, development, professional discipline, and positive support for all department employees to ensure qualitative standards and growth, depth and development.

Responsible for maintaining and enhancing the product and service presented to guests.

Able to make changes that respond to the marketplace and to guest needs, both present and anticipated.

Responsible for direct management of front desk, guest service and valet operations of an upscale downtown hotel to ensure efficient, cost-effective, quality customer service is provided to all hotel guests.

Coordinating activities with other hotel departments in order to facilitate increased levels of communication and guest satisfaction.

Responsible for budgeting, forecasting, financial planning and management of front desk, guest service and valet departments.

Responsibility for all risk management policies, procedures, goals, and objectives to include guest/employee safety and health, protection of all hotel and guest property, and all relevant legislated requirements.

Managing time allocation for broker/owner and property managers by coordinating meetings, appointments, and events.

High-profile position supporting the broker/owner, property managers and real estate agents for fast-paced multifaceted real estate office.

Responsibilities included answering multi-line phones for all patient scheduling.

Verifying codes and create codes for the classes for registration and billing purposes.

Descriptions:-



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Working directly with customers to explain and coordinate treatment and payment plans and anticipated health insurance coverage.

Verifying codes and create codes for the classes for registration and billing purposes.

Responsible for all aspects of the front office including programming coding programs, customer service, and keeping tracks of employees' records.

Directing and coordinating the activities of the front desk, reservations, guest services, and telephone areas.

Assisting with the hiring of staff.

Preparing schedules, meeting, ongoing production work for all front desk personnel on a daily, weekly, monthly basis as required to meet the workload demand.

Reviewing reports from the night audit concerning occupancy, vacancy, call accounting system and other related areas.

Monitoring guest satisfaction processes, and respond to guest concerns, and inquiries.

## Teleperformance ( AXIS Bank, D.O)

Jan 2021 – jul 2021

### Research Analyst

#### Organization Profile:

Teleperformance, a leading provider of financial data and analytics, offers instant access to information to thousands of financial professionals around the globe.

#### Profile:

To capture key company data after understanding and analyzing by companies.

Converting a lead into hardcore sale in G.I L.I, Credit card, Loans and Account opening etc

Making a good relationship with customers , it help for renewal process

Expert in locating prospective customers and expanding business base.

Superior skill in convincing, persuading, and closing sales deals

Through directed qualifying conversations, delivered 17% more upsells than department average

Gathered and analyzed financial data from 1,800 clients,Found a major inaccuracy that saved the bank from agreeing.

Expert in account opening of customers and give productivity

Performed cold-calling and door-to-door visits



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Prepared and executed daily plan of sales by targeting specific locations and customers.

Utilized effective sales techniques to convince and persuade clinics on buying products

## ACADEMICS

Academic Qualifications	University/Board/Institute	Year of Passing
B.Com	LalBaba College, Calcutta University	2018
12th	Digamber Jain School, W.B.H.S.E	2012
10th	LalBaba Vidyalaya ,W.B .Board	2010

## COMPUTER PROFICIENCY

Operating Systems	:	Windows, TallyErp9, E-Zee, Ids, innkey, wincloud etc.
Packages	:	MS-office

## PERSONAL PROFILE

Date of Birth: Feb 27th, 1992

Gender: Male

Marital Status : Unmarried

Hobbies: listening to music and playing cricket.

Languages Known: English ,Hindi ,Bengali ,Marwari

Date:

SHYAM SHARMA

Signature



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