



# SHYAM SUNDAR HAZRA

📍 Bankura India

📞 8250682773

✉️ [shyamhazra01@gmail.com](mailto:shyamhazra01@gmail.com)

## SUMMARY

I'm an enterprising young professional intending to continue my development as a guest/customer handler. Also, I had an overall 9 years of experience. I think in terms of the result and objectives, I'm enthusiastic and work with decisiveness and conviction. I have a proactive attitude and find positive ways to stimulate and engage with people. My goal is to achieve the highest level of proficiency.

Open to learning new technology and software. Handle with Opera (version 5.6), Also knows IDS 7.0 & 6.5 Version software's & WINHMS 2.02 Version Also, Knowledge of PMS, Channel Partner STAAH Updates.

**May 2024 – Continue**

**Position: Front Office Faculty**

**Institute of advanced Management** – NayaPatti, Near Mid-land park. Kol-700102

- Taking up a teaching career involves educating students about their curriculum, managing the MIS, grooming, and providing information about the hospitality sector such as front office operations, hierarchy, and Revenue Department.

**January 2021 – April 2024**

**Position: Assistant Reservation & Revenue Manager**

**The Amaya Resorts NH6** – Birshibpur, Uluberia 711316

- Handling the request from the guest, companies & travel agents via phone and another platform.
- Also needs the booking information to be input accurately into the reservations system.
- Maintain & update rooms availability on online booking platforms **STAAH**
- Mails for booking and query. Also taking calls for enquiry and booking related. Mentioned a good relationship with the guest. Also taking good feedback from check out time.

**June 2019 - February 2020**

**Position: Front Office Executive**

**Fairfield by Marriott** - Chennai, Tamil Nādu - 600119

- Supervise the day-to-day operations of front desks and reception areas for businesses primarily in the hospitality industry.
- They train and manage staff, supervise administrative and clerical duties, and address customer complaints and queries.

**January 2017 - May 2019**

**Position: Front Office Associate**

**the Ummed** – Jodhpur, Rajasthan - 342027

- Greeting clients and setting a positive office atmosphere
- Answering the phone, taking messages, and redirecting calls to respective offices.
- Organizing and maintaining files and records and updating them when necessary.
- Creating and maintaining updated documents and spreadsheets.

**January 2011 – June 2014**

**Position: Front Office Associate**

**ITC Sonar, A Luxury Collection Hotel** | Tangra, Kolkata, West- Bengal – 700046

A hotel front desk agent represents the first point of contact with guests and also handles all. Stages of guests' stay. A typical day at a hotel front desk agent involves registering/booking guests in and out of their rooms while accommodating any special requests.

SKILLS

- Sales Promotion
- Planning and Organization
- Complaint Resolution
- Staff Scheduling
- Records and Database Management
- Inter-Department Collaboration
- Microsoft Office
- Time Management
- Operational Improvements
- Department Leadership
- Budget Planning
- Relationship Building

EDUCATION AND TRAINING

August - 2016  
MBA | Marketing & HR (Burdwan Technical University)  
NSHM Knowledge Campus, Durgapur

July - 2013  
BHM | Hotel Management (PTU University)  
NSHM Knowledge Campus, Durgapur

Jun - 2011  
DHM | Hotel Management (Burdwan Technical University)  
NSHM Knowledge Campus, Durgapur

INTERESTS

Participating in outdoor activities (Basketball), informal practices physical fitness training Doing sports for fun (football, hockey, soccer, long- distance running, and badminton).

Declaration

I hereby declare that all information stated above is true to the best of my knowledge.

Date:

Place: Bankura

*S/Anirban Ghosh*

Signature