

## CONTACT

-  Delhi, Indian
-  7889580736
-  hireovaiss@gmail.com
-  Indian
-  LinkedIn.com.in/imovaiss

## SKILLS

- Leadership and Team Management
- Data Analysis and Reporting
- Proficient in Property Management Systems (PMS), Channel Managers, and CRM platforms
- Vendor and Stakeholder Management
- Operational Efficiency
- Customer Service Excellence

## ADDITIONAL INFORMATION

- I have received recognition for my performance, including the Best Employee Award at Royal ParkGulmarg. With a versatile skill set in travel planning, service quality

# Miyan Owais

## PROFESSIONAL SUMMARY

Driven professional with knack for leadership and problem-solving in hospitality settings. Experienced with focus on hotel operations management. Capable of enhancing guest satisfaction and operational efficiency through leadership and strategic planning. Skilled in staff development, budget management, and implementing innovative solutions.

## WORK HISTORY

### Reservations & Operations Manager

03/2024 - 11/2024

#### Hotel Ladakh Residency and The Kyagar

- Day to Hotel Operations
- Supervised the reservations team to ensure accurate booking processes and maintained optimal room inventory across all distribution channels.
- Collaborated with the Revenue Management team to design and execute pricing strategies, maximizing occupancy and profitability.
- Ensured seamless guest communication by addressing special requests, modifications, and escalations promptly
- Monitored team performance, set targets, and conducted regular reviews to ensure operational efficiency.
- Oversaw Property Management System (PMS) operations, ensuring data accuracy and system updates
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### Central Reservation Team Supervisor

01/2023 - 03/2024

#### Bastian Hospitality Pvt. Ltd - Mumbai

- Supervise the reservation team to ensure accurate and timely handling of bookings across multiple outlets.
- Communicate guest preferences, special requests, and VIP reservations to restaurant managers and staff.
- Train reservation agents on using booking systems, upselling techniques, and customer service etiquette.
- Analyze reservation trends, such as peak dining times and customer preferences, to improve revenue and optimize operations.
- Monitor the team's performance, ensuring efficient handling of reservations and inquiries.

### Front Office Executive

01/2020 - 12/2022

#### Hotel Royal Park Gulmarg

- Welcome guests warmly and ensure a smooth check-in process.
- Handle check-out procedures, including billing, payments, and feedback collection.
- Address guest queries about services, facilities, and local attractions.
- Resolve complaints promptly to maintain high guest satisfaction
- Act as a liaison between guests and departments like housekeeping, maintenance, and food services.

- Ensure guest preferences and special requests are communicated effectively

**Reservations Associate**

03/2019 - 04/2020

**Hotel Royal Castle Gulmarg - Srinagar**

- Handle guest inquiries and bookings through phone, email, or online platforms.
- Ensure accurate input of reservation details in the property management system (PMS).
- Upsell room categories, packages, and add-ons to increase revenue.
- Monitor occupancy trends and collaborate with the revenue management team to implement pricing strategies.
- Keep accurate records of reservations, cancellations, and no-shows.
- Generate and analyze daily, weekly, or monthly reservation reports for management.

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**EDUCATION****Master's degree:** Geography, 12/2024**Cluster University of Srinagar****CBSE:** Biology, General**Jawahar Navodaya Vidyalaya (JNV****Bachelor of Arts****University of Jammu****BA:** Geography

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**ACCOMPLISHMENTS**

- (LinkedIn)
- Top Skills
- Business Development
- Service Operations
- Sales Management
- Certifications
- Best Employee Award
- Reservations and Operations Manager | Best Employee Award
- Hospitality | Resort Expert
- Experienced hospitality professional with a proven track record in managing reservations and delivering exceptional guest services
- My experience spans leading operations at Bastian in Mumbai and managing luxury reservations for The Kyagar in Ladakh.