

VIVEK KUMAR

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Executive Summary

More than 16 years of extensive experience in Housekeeping/Rooms Management with top rated Hotels, combining deep level of customer sensitivity with strong business acumen and consulting skills, to develop and execute business strategies for growth & profitability.

Well versed in maintaining high standards of excellence in daily Rooms operations.

Having a proven ability to create a pleasant, safe, welcoming and clean environment for guests & associates highly disciplined with an eye for detail & quality and an ability to ensure professional efficiency and effectiveness in Rooms management.

ACHIVEMENTS-

WINNER OF EXECUTIVE HOUSEKEEPER OF THE YEAR INDIA HOSPITALITY EXCELLENCE (IHE)-2021

WINNER OF EXECUTIVE HOUSEKEEPER OF THE YEAR (WEST REGION) BW HOTELIER INDIAN HOSPITALITY AWARD 2020.

WINNER OF HOUSEKEEPING MANAGER OF THE YEAR BEST OF INDIA BIZ AWARD 2019.

NOMINATED FOR TOP 25 POWER HOSUEPEER LIST BY HOTELIER WEB (SOUTH WEST ASIA, MIDDLE EAST, EAST AFRICA) -2020

Professional Experience

Present Employer-

ATMOSPHERE CORE

THE OZEN LUXURY COLLECTION -MALDIVES

Designation: Executive Housekeeper (Rooms Manager)

Duration: MAY 2024



Employment History

THE ST. REGIS RESORT AND SPA GOA

Designation : Executive Housekeeper
Duration : MAY 2023 to MAY 2024



THE WESTIN HIMALAYAS RESORT AND SPA RISHIKESH

141 Rooms 5* Hotel (pre-opening project)

Designation : Executive Housekeeper
Duration : MAY 2022 – JAN 2023



HYATT CENTRIC GOA 167 Rooms 5* Hotel (pre-opening project)

Duration : DEC 2016 – APRIL 2022
Designation : Housekeeping Manager /Executive Housekeeper
Hygiene Specialist and COVID-19 Unit Leader



Summary of Work Profile:

Managing all aspects of the Housekeeping operation and cleanliness levels in all areas of the property, as well as maintaining and implementing cleaning procedures, performing daily monitoring of rooms inventory, developing and implementing training and development plans. In charge of LAUNDRY, FITNESS CENTRE, SWIMMING POOL, RECREATION AND SPORTS AREA.CROSS FRONT DESK as required.

HARD ROCK HOTEL GOA 135 Rooms 5* Hotel

Duration : Dec'15 – Dec'16
Designation : Assistant Manager Housekeeping (Pre-opening Project)



Summary of Work Profile:

Part of successfully rebranded and opened the India's first HARD ROCK HOTEL in Goa Supervising and managing all aspects of Housekeeping with the help of Executive housekeeper , which includes setting up pre-opening team, systems and procedures and setting up guest experience management program.

RADISSON BLU CHENNAI 162 Rooms 5* Hotel

Duration : Jan'15 – Aug'15
Designation : Assistant Manager Housekeeping

Summary of Work Profile:

Supervising & managing all aspects of Housekeeping operation.



THE WESTIN CHENNAI 215 Rooms 5* Deluxe Hotel**Duration : Dec'12 – Jan'15****Designation : Housekeeping Executive/ Assistant Manager Housekeeping (Careers track Program) (Pre-opening Project)****THE OBEROI HOTEL AND RESORTS****The Grand Oberoi Kolkata 209 rooms 5* Deluxe hotel & Trident BKC****Mumbai 5* Deluxe Hotel****Duration : Dec'09 – Dec'12****Designation : Housekeeping Assistant****Professional Learning Achievements**

- Completed Management Training (Management Career Track Program) under Starwood.
- Certified Department Trainer for The Westin Chennai trained under Starwood hotels and Resort.
- ERT Team Leader, Excellent knowledge of AED handling, first AID, CPR, Fire Extinguisher handling.
- Worked at LE Meridien Cochin as Task force Team for 30 days.
- A regular participant in Volleyball Sports of state level.
- Headed complete housekeeping operation of Hyatt Regency Chandigarh for 45 days as task force department head.

Academics

- MBA in Marketing Management from VINAYAKA MISION University Chennai.
- Post Graduate Diploma in Tourism Management from ANNMALAI University Chennai.
- Graduation from B.N Mandal University, Madepura Bihar
- Diploma in Hospitality, Aviation and Travel Management from Frankfinn Institute of Air Hostess Training.

Trainings Undergone

- Starwood Mid Management career Track Training Program
- First Aid
- Fire fighting
- FSMS- Food Safety Management System and HACCP
- Train the Trainer
- Quality Management
- 5S