

Atiqur Rahman

General Manager

+91 98111 25148

atqur-rahman-b454b828

@ atiqfaisal@gmail.com

9 New Delhi-110025, India



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.

Adaptability

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

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.

Financial Acumen

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

EXPERIENCE

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

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

English

Proficient



Hindi

Native



Urdu

Proficient



Arabic

Intermediate



SKILLS

Customer Service

Team Leadership

Budget Management

Performance Management

Relationship Building

Strategic Planning

Revenue Optimization

Staff Training

Quality Assurance

System Implementation