

# Deependra Sharma

Email: deependra.sharma1404@gmail.com

Contact: +91 9784098555

LinkedIn: [linkedin.com/in/deep-sharma-44593390](https://linkedin.com/in/deep-sharma-44593390)

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## Professional Summary

A dedicated and experienced Duty Manager with over 7 years of expertise in hospitality management, front office operations, and guest relations. Proven track record in enhancing guest satisfaction, team leadership, and driving operational efficiency. Seeking to leverage my skills and experience to contribute to a dynamic team.

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## Key Skills

- Hospitality Management
  - Front Office Operations
  - Guest Relations
  - Team Leadership
  - Staff Training & Development
  - Problem-Solving
  - Opera PMS, Medallia/Revinate, Ecobills
  - Customer Service Excellence
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## Work Experience

### Duty Manager

*ITC Mementos Ekaaya, Udaipur*

*Nov 2024 - Present*

- Oversee daily hotel operations, ensuring smooth functioning of all departments.
- Supervise guest check-in/check-out processes, handle escalated guest complaints, and ensure high levels of guest satisfaction.
- Coordinate with various departments to manage VIP guests and special requests efficiently.
- Maintain a high standard of cleanliness and safety throughout the property.

### Duty Manager

*Hyatt Regency Mansarovar, Jaipur*

*Dec 2023 - Oct 2024*

- Managed the front office team to ensure seamless guest experience.
- Trained and mentored team members, ensuring they followed Hyatt's service standards.
- Handled guest complaints and ensured timely resolution to maintain guest satisfaction.
- Managed staff rosters, shift planning, and operational coordination for efficient workflow.

**Duty Manager**

*Alila Fort Bishangarh by Hyatt, Jaipur*

*Sept 2022 - Dec 2023*

- Directed front office operations including check-in/check-out processes and room allocations.
- Acted as the point of contact for high-profile guests, handling their specific needs and requests.
- Worked closely with housekeeping, F&B, and maintenance departments to ensure guest satisfaction.
- Ensured all financial transactions were accurately recorded and processed.

**Front Office Supervisor**

*Alila Fort Bishangarh by Hyatt, Jaipur*

*July 2019 - Feb 2020*

- Supervised front office staff, ensuring adherence to hotel policies and service standards.
- Managed guest relations by addressing and resolving guest inquiries and complaints.
- Assisted in organizing staff training and performance evaluations.
- Handled reservations and maintained accurate room availability and rate information.

**Front Office Team Leader**

*The Leela Palace, Chennai*

*Dec 2015 - Apr 2019*

- Led the front office team, ensuring excellent guest service and smooth operations.
- Trained new team members and provided ongoing coaching and performance feedback.
- Assisted in managing the guest booking system and monitored room availability.
- Coordinated special guest requests and ensured a personalized service experience.

**Front Office Associate**

*Shakun Hotels & Resorts, Jaipur*

*Mar 2015 - Dec 2015*

- Assisted in check-in/check-out procedures and handled guest inquiries.
- Processed reservations and provided support to the front office team.
- Ensured that guests were satisfied and promptly addressed any concerns.
- Monitored and reported issues regarding guest facilities and services.

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**Education****MBA in Hospitality & Tourism Management**

*June 2014 - June 2016*

*Bharathiar University*