

NEERAJ SHARMA

Vice President

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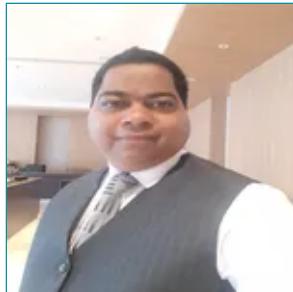
Highly accomplished and results-oriented hospitality professional with over two decades of experience seeks to leverage expertise in operations management, revenue generation, and guest experience enhancement to excel as a Vice President within a reputable organization in the Hotel & Restaurants industry. Proven ability to lead high-performing teams, implement innovative strategies, and consistently exceed financial targets. Passionate about delivering exceptional guest experiences, maximizing profitability, and driving sustainable growth. Eager to contribute to a dynamic and growth-oriented organization.

Professional Summary

- Successfully opened and managed multiple hotel properties, including pre-opening planning and launch.
- Directed all aspects of hotel operations, including staff supervision, guest relations, and budget management.
- Generated substantial revenue growth through strategic sales and marketing initiatives.
- Built and motivated high-performing teams, resulting in enhanced service quality and guest satisfaction.
- Successfully managed budgets, implemented cost-control measures, and exceeded profitability targets.

Career Timeline

- 1 Feb 2021 - Present
Vice President Operations
Devka Beach Resort, Daman
- 2 Nov 2019 - Jan 2021
General Manager
HARSHA THE FERN SHIVAMOGGA (Concept Hospitality)
- 3 Aug 2016 - Nov 2019
General Manager
CMCG India Pvt Ltd (Mango Village Resort - Guhagar)
- 4 Mar 2015 - Jul 2016
General Manager
Best Western Hotels (Best Western Star Regency Pune)
- 5 Apr 2014 - Feb 2015
General Manager
Panoramic Group Of Companies
- 6 Feb 2011 - Feb 2014
General Manager
New Leaf Hotel, Pune (Jetways Travels)
- 7 Aug 2010 - Feb 2011
Resident & Front Office Manager
Quality Hotel The Regency, Pune (Unit of Choice Hotels India)
- 8 Nov 2007 - Aug 2010
Sales & Front office Manager
Quality Hotel The Regency, Pune (Unit of Choice Hotels India)
- 9 May 2006 - Oct 2007
Asst Business Development Manager for Pune Region
K Raheja Resorts & Hospitality Services Pvt Ltd
- 10 Nov 2004 - Apr 2006
Asst Front Office Manager
Quality Inn Centurion Hotel Pune - (Unit of Choice Hotels India)
- 11 Dec 2003 - Nov 2004
Front Office Supervisor
Sarovar Sagar Plaza Hotel Pune (Unit of Sarovar Group of Hotel)
- Sep 2002 - Nov 2003



Technical Skills

Hospitality Management	
Operations Management	
Hotel Software	
Revenue Management	
Budgeting & Forecasting	
P&L Management	
Event Management	
Pre-Opening Operations	
Brand Management	
Customer Relationship Management	
Wedding Planning	

Soft Skills

Leadership
Communication
Problem-Solving
Negotiation
Team Management
Customer Focus
Time Management
Adaptability
Relationship Building
Strategic Thinking

Core Competencies

Operational Excellence
Revenue & Profitability Management
Guest Experience Management
Team Leadership & Development
Strategic Planning & Execution

Education

Diploma In Hotel Management
Dina Institute of Hotel & Business Management, Pune, Pune, India
2000 - 2002

Languages

English
Marathi
Hindi

Hobbies

Driving
Table Tennis
Basketball
Listening Old Music

Achievements

- Within 4 Years of tenure at Devka Beach Resort - Daman, Achieved of Hosting 48 Weddings in the Resort.

Work Experience

Feb 2021 - Present

Vice President Operations

Devka Beach Resort, Daman(Daman)

Responsible for overseeing all operational aspects of a 100-room luxury resort, ensuring smooth and efficient functioning of all departments while maximizing guest satisfaction and profitability.

- Led the pre-opening phase of a 100-room luxury resort spanning 8 acres, establishing operational protocols, departmental structures, and pre-launch marketing strategies.
- Developed and implemented standardized operating procedures, policies, and guidelines in alignment with senior management, ensuring operational consistency and efficiency.
- Collaborated closely with architects, designers, and contractors to ensure timely completion of construction and renovation projects, adhering to budgetary constraints.
- Oversaw staff recruitment and comprehensive training programs, equipping team members with the skills to deliver exceptional guest experiences.
- Conceptualized and executed marketing and promotional campaigns that drove awareness and bookings for wedding and event spaces, contributing to revenue generation.
- Served as a primary client liaison, providing personalized service and meticulously coordinating logistics for weddings and events.
- Supervised all aspects of event operations, including vendor coordination, on-site execution, and ensuring a seamless and positive experience for guests.

Achievements:

Achieved a revenue of 17 Crores for the financial year 2022 to 2023, with a GOP of 48%.

Nov 2019 - Jan 2021

General Manager

HARSHA THE FERN SHIVAMOGGA(Concept Hospitality)(Shivamogga, Karnataka)

Responsible for the overall management and operation of an 88-room property, ensuring efficient and profitable operations, maintaining high service standards, and fostering a positive work environment for employees.

- Successfully spearheaded the pre-opening of South India's largest hotel inventory, an 88-room property encompassing 3.5 acres.
- Defined and implemented strategies to elevate occupancy rates, enhance revenue streams, and optimize guest satisfaction, resulting in a successful property launch and exceeding initial occupancy targets.
- Implemented streamlined operational procedures and conducted comprehensive staff training on service standards, significantly improving service quality and guest satisfaction.
- Collaborated interdepartmentally to create effective promotional campaigns that boosted brand visibility and drove revenue growth.
- Successfully recruited and trained a highly-skilled team, establishing a customer-centric and high-performing workforce dedicated to exceeding guest expectations.
- Oversaw daily hotel operations, including front office management, housekeeping, food and beverage services, and maintenance, ensuring strict adherence to brand standards.
- Demonstrated financial proficiency by diligently monitoring financial performance, preparing comprehensive budgets, and implementing cost-saving measures to achieve profitability targets.
- Conducted periodic performance evaluations, delivering constructive feedback and implementing targeted training programs to enhance employee skills and encourage professional growth.
- Cultivated and maintained robust relationships with key stakeholders - guests, suppliers, and local businesses, cultivating a positive hotel reputation within the community.

Aug 2016 - Nov 2019

General Manager

CMCG India Pvt Ltd (Mango Village Resort - Guhagar)(Guhagar, Ratnagiri)

As General Manager, provided strategic leadership and operational direction for all aspects of this 17-acre resort, overseeing a diverse team and ensuring efficient, profitable operations while prioritizing exceptional guest experiences.

- Oversaw all operations of a 17-acre, 75-room resort featuring diverse dining options, banquet facilities, a private beach, and a range of recreational activities.
- Implemented strategic initiatives resulting in a notable increase of GOP to 24 % through effective cost control and revenue maximization.
- Consistently exceeded revenue targets by leveraging innovative sales and marketing strategies and closely monitoring financial performance.
- Managed manpower recruitment, focusing on attracting and retaining top talent, and spearheaded property renovations and refurbishments, aligning aesthetics and functionality with brand standards.
- Developed and executed strategic sales promotion and brand awareness campaigns across multiple channels, effectively stimulating demand and driving bookings.
- Successfully managed licensing requirements and orchestrated impactful promotional activities in key target markets, further amplifying the resort's visibility.
- Actively participated in industry exhibitions and events to elevate the resort's brand presence and foster relationships with potential clients.

Achievements:

Successfully increased GOP to 24 % by implementing cost control strategies and maximizing revenue opportunities.

Mar 2015 - Jul 2016

General Manager

Best Western Hotels (Best Western Star Regency Pune)(Pune)

Responsible for the overall strategic direction and operational efficiency of a 48-room property, ensuring seamless daily functions, maximizing profitability, and exceeding guest expectations.

- Provided comprehensive oversight for a 48-room property featuring a rooftop restaurant and banquet facilities, demonstrating expertise in managing daily operations while driving long-term strategic goals.
- Oversaw and managed all facets of daily hotel operations, including, guest relations, staff supervision, and service delivery, ensuring a seamless and positive experience for all guests.
- Facilitated daily coordination meetings with department heads, comprehensively reviewing sales reports, and conducting thorough budget analyses to identify areas for improvement, optimize resource allocation, and drive revenue growth.
- Successfully managed staff recruitment initiatives, focusing on attracting, hiring, and retaining top-performing talent, and oversaw successful property renovation projects that upheld brand standards and elevated guest satisfaction.

Apr 2014 - Feb 2015

General Manager

Panoramic Group Of Companies (Pune)

As General Manager, oversaw all operational and strategic aspects of a 41-room resort, balancing financial performance with exceptional service delivery and guest satisfaction.

- Managed all facets of operations for a 41-room resort in Mahabaleshwar, overseeing a diverse team and ensuring smooth daily operations while prioritizing guest satisfaction and revenue generation.
- Successfully employed revenue maximization strategies while upholding a steadfast commitment to guest satisfaction, showcasing a keen understanding of balancing financial targets with an exceptional customer experience.
- Initiated impactful sales promotions and brand awareness campaigns, successfully expanding the customer base and driving increased bookings.
- Actively participated in industry exhibitions and events to represent the resort, network with potential clients, and stay informed of the latest trends and best practices in the hospitality sector.

Feb 2011 - Feb 2014

General Manager

New Leaf Hotel, Pune (Jetways Travels)(Pune)

Responsible for the overall strategic and operational management of the hotel, driving revenue growth, building a strong team, and cultivating a positive guest experience.

- Led the successful launch and management of the hotel property, overseeing all pre-opening activities, including project setup, recruitment, and establishment of operational protocols.
- Drove sales and marketing efforts, achieving targeted goals, developing the hotel's corporate client base, and establishing a strong brand identity in the market.
- Maintained a keen focus on exceeding financial targets, culminating in an impressive 28% GOP within the first year of operation.
- Oversaw efficient front office operations, streamlining reservation processes, optimizing guest check-in/check-out procedures, and ensuring exceptional customer service.

Achievements:

Achieved a GOP of 28% within the first year of operation through effective management and strategic initiatives.

Aug 2010 - Feb 2011

Resident & Front Office Manager

Quality Hotel The Regency, Pune (Unit of Choice Hotels India)(Pune)

Responsible for overseeing all operational aspects of the front office department, developing and implementing strategic initiatives, and maintaining high service standards to ensure guest satisfaction and maximize revenue generation.

- Managed the daily operations and strategic planning for the front office department, ensuring smooth and efficient service delivery while maximizing revenue opportunities.
- Led and implemented strategic sales and marketing initiatives, consistently surpassing targets and expanding the hotel's clientele within the corporate sector.
- Oversaw all aspects of the front office, encompassing reservations, guest check-in/check-out, concierge services, and guest relations, ensuring impeccable service and maximum guest satisfaction.

Nov 2007 - Aug 2010

Sales & Front office Manager

Quality Hotel The Regency, Pune (Unit of Choice Hotels India)(Pune)

Responsible for driving sales, managing the front office, and representing the hotels at industry events, demonstrating a strong commitment to revenue generation and exceptional guest service.

- Successfully managed both sales and front office operations for two four-star hotel properties, consistently exceeding revenue targets and delivering exceptional guest experiences.
- Excelled in a dynamic role that expanded to encompass front office responsibilities in addition to core sales duties, showcasing adaptability and a commitment to delivering outstanding service.
- Proactively generated sales from Pune's corporate and travel sectors, targeting businesses for MICE (Meetings, Incentives, Conferences, and Exhibitions) bookings and collaborating with travel agents to secure package deals and individual room reservations.
- Prepared comprehensive sales reports and managed budget allocation for the sales team, ensuring alignment with revenue targets and strategic goals.
- Actively participated in industry fairs and exhibitions across various states, effectively promoting the hotels and resorts to a wider audience.

May 2006 - Oct 2007

Asst Business Development Manager for Pune Region

K Raheja Resorts & Hospitality Services Pvt Ltd (Pune)

As Assistant Business Development Manager, focused on expanding the client base within the Pune region and driving revenue growth for three distinct five-star properties, effectively leveraging strong sales acumen, market knowledge, and relationship-building skills.

- Played a key role in driving business growth for three prominent five-star properties: Ramada Palm Grove Mumbai, Retreat Madh Island Mumbai, and The Carlton Kodaikanal.
- Successfully targeted corporate clients in the Pune region to secure bookings for MICE (Meetings, Incentives, Conferences, and Exhibitions) events, demonstrating strong negotiation and relationship-building skills.
- Collaborated effectively with travel agents to secure lucrative package deals and individual room bookings, showcasing a customer-centric approach and a deep understanding of market trends.
- Prepared and presented comprehensive sales reports, effectively communicating performance metrics and insights to management, while actively contributing to the sales team's budget planning process.
- Showcased the unique offerings of each property by actively participating in industry fairs and exhibitions held in various cities across India, including Ahmedabad, Mumbai, Delhi, Pune, and Goa.

Nov 2004 - Apr 2006

Asst Front Office Manager

Quality Inn Centurion Hotel Pune – (Unit of Choice Hotels India)(Pune)

As Assistant Front Office Manager, played a pivotal role in the daily operations of the front office, ensuring smooth workflow, high service standards, and a positive guest experience, while supporting the sales team in achieving business objectives.

- Provided crucial support to the General Manager, ensuring the smooth daily operation of the front office in a 56-room hotel with six banquet halls.
- Prepared and managed the front office budget, demonstrating financial acumen and a commitment to maximizing operational efficiency.
- Oversaw all front office functions, including reservations, guest check-in/check-out, concierge services, and guest relations, consistently exceeding guest expectations.
- Maintained a vigilant focus on department sales, business transactions, bookings, and VIP arrivals, proactively addressing potential issues and ensuring a seamless guest experience.
- Conducted comprehensive training programs for the front office team, equipping them with the necessary skills and knowledge to deliver exceptional service and uphold brand standards.
- Collaborated effectively with other department heads to maintain a seamless flow of operations, resolving interdepartmental issues promptly, and fostering a positive work environment.
- Provided valuable assistance to the sales team, conducting hotel tours for potential clients and contributing to a positive first impression that facilitated business closures.

Dec 2003 - Nov 2004

Front Office Supervisor

Sarovar Sagar Plaza Hotel Pune(Unit of Sarovar Group of Hotel)(Pune)

As Front Office Supervisor, responsible for supporting the Front Office Manager in overseeing daily operations, managing a team, ensuring smooth workflow, and maintaining high service standards to maximize guest satisfaction.

- Rapidly excelled within the front office team, earning three promotions in just 11 months, progressing from Guest Service Agent to Front Office Supervisor, demonstrating a strong work ethic and exceptional guest service skills.
- Supervised daily tasks within the front office department, providing guidance and support to team members while ensuring smooth workflow and adherence to established procedures.
- Played a key role in managing daily operations for a 76-room hotel with two banquet halls, consistently exceeding guest expectations and contributing to a positive brand reputation.
- Closely monitored department sales, business transactions, bookings, and VIP arrivals, proactively anticipating and resolving potential issues to ensure a seamless guest experience.
- Prepared daily duty rosters for junior staff members, effectively allocating resources and optimizing staffing levels to meet fluctuating guest demands.

Achievements:

Successfully progressed from a Guest Service Agent to a Front Office Supervisor within 11 months, demonstrating a strong work ethic, adaptability, and commitment to exceeding expectations.

Sep 2002 - Nov 2003

Front Office Department

Cidade De Daman(Daman)

Responsible for ensuring seamless front office operations, overseeing the transition to a computerized system, and providing technical support to staff across departments, contributing to a significant enhancement in overall efficiency and guest service.

- Played a pivotal role in transitioning the hotel from a manual to a computerized system, significantly improving operational efficiency, data accuracy, and guest service delivery.
- Managed the daily operations of the front office for a 66-room hotel with banquet facilities and a 600-cover restaurant, ensuring smooth workflow and a positive guest experience.
- Successfully provided training to staff on the newly implemented software and hardware, facilitating a smooth transition and ensuring operational proficiency across departments.
- Collaborated effectively with other department heads to ensure seamless integration of the new system, resolving technical queries and fostering cross-functional understanding.

Achievements:

Successfully led the transition from a manual to a computerized system, resulting in improved operational efficiency and enhanced data management.

Projects

Devka Beach Resort - Daman

Managed the development and launch of a 100-room luxury resort spanning 8 acres, encompassing two multi-cuisine restaurants, three banquet halls, a nightclub, and three expansive lawns, demonstrating expertise in project management from conception to execution.

Harsha The Fern Shivamogga

Led the development and launch of a sprawling 88-room resort, strategically situated on a 4-acre property, featuring a diverse range of amenities including a multi-cuisine restaurant, five banquet halls, a rejuvenating spa, a well-appointed bar, and three expansive lawns.

New Leaf Hotel Pune

Managed the successful launch of a 28-room business hotel, including defining brand identity, establishing operational procedures, and overseeing all pre-opening phases to ensure a seamless and successful entry into the market.

Panoramic Group of Hotel Pune

Managed the successful launch of a 106-room business hotel featuring a diverse range of amenities, including three distinct dining options, an exclusive club, and four spacious banquet halls, contributing to the expansion of the company's brand portfolio and market presence.