

Mr. Sunil Kumar

Executive Housekeeper (Soft Service)

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SUMMARY

Dynamic, dedicated, and strategic leader with expertise in determining and accomplishing mission and strategic direction. Adept at formulating and implementing tactical initiatives to improve standards by setting synergistic goals and designating roles with the cooperation of all stakeholders, organizations, institutions, and departments.

PROFESSIONAL SUMMARY

- 15 years of experience in Facilities and General Management, as well as the Hospitality Industry.
 - Expertise in end-to-end processes, people, stakeholder and customer management, continuous improvement in metrics, SLA, automation, and escalations management.
 - Proven ability to maximize company profitability by controlling costs, cultivating high-margin opportunities, and driving process improvement.
 - Skilled in managing cost-effective site operations and optimizing processes to deliver maximum benefits to end customers.
 - Experienced in directing operations for facilities of all sizes, including general management, budgeting, P&L, staffing, contracts, grounds maintenance, and system upgrades.
 - Strong leadership expertise in administrative and facility operations, with a focus on cost control and customer satisfaction.
 - Experienced in resolving employee grievances and maintaining harmonious relations among management and staff.
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CORE COMPENTENCIES

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- Facilities Management
 - General Management
 - Vendor Development
 - Training & Development
 - Customer Relationship Management
 - Finance & Budgeting
 - Operations & Maintenance
 - Team Management
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TRAINING PROGRAMME ATTENDANT

- Triton Software
 - IDS Software
 - DWM Training Session
 - Kaizen Training Session
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ACHIEVEMENT

- Appreciation letter for the best Kaizen of the year, 2016.
 - Appreciation letter for winning the BW Facility Management Excellence Award, 2023.
 - Appreciation letter for managing a VIP event in 2023.
 - Skill Nation certificate for completing the Live Workshop on AI & Automation in MS Excel.
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PROFESSIONAL EXPERIENCE

Sarovar Hotels Pvt Ltd / Hindustan Unilever Ltd – March 2019 – Present

Executive Housekeeper (Soft Service)

- Managed Hindustan Unilever site operations in Mumbai.
- Developed systems and procedures to enhance cost efficiency and guest satisfaction.
- Surpassed client service level expectations, achieving a 95% positive client feedback score.
- Led Capex and Opex budgeting and ensured efficient resource utilization.
- Managed vendor contract procurement, resulting in a 10% reduction in operational expenses.
- Conducted monthly MMR reviews with clients and monitored P&L.
- Implemented a site-specific preventative maintenance program, reducing equipment failure rates by 30%.
- Managed budgeting and consistently maintained a 5% under-budget expenditure across multiple sites.
- Set up SOPs across sites and implemented best practices.
- Led initiatives such as Visitor Management, Cashless Cafeteria Applications, and the "Zero Plastic" drive.

Gold Finch Hotels (Mumbai) – June 2018 – Feb 2019

Executive Housekeeper

- Planned and managed departmental revenues and costs.
- Developed systems to achieve higher cost efficiency and guest satisfaction.
- Ensured smooth department operations by establishing service standards and managing inventory.
- Ensured regular monitoring of guest feedback and implemented preventive maintenance schedules.
- Developed departmental trainers and managed training activities.

ITC Fortune Park Hotel (Gurgaon) – Feb 2018 – June 2018

Deputy Housekeeper

- Managed housekeeping operations, including cleaning, inventory control, and budget management.
- Maintained cost control systems for supplies and linen.

Club Mahindra Resort (Karnataka) – Aug 2015 – Jan 2018

Assistant Housekeeping Manager

- Managed housekeeping department activities to ensure high standards of cleanliness.
- Led and supervised housekeeping staff, ensuring the highest degree of guest satisfaction.
- Managed inventory, recruitment, and training of housekeeping staff.

Bala Ji Sarovar Premiere (Solapur) – May 2014 – Aug 2015

Housekeeping Executive

- Supervised housekeeping staff and ensured quality control in guest rooms and public areas.
- Responded to guest requests and complaints promptly and professionally.

Country Inn & Suites Hotels (Mysuru) – March 2012 – May 2014

Housekeeping Supervisor

- Allocated tasks to staff and ensured adherence to quality and safety standards.
- Conducted regular inspections of guest rooms and common areas.

Jaypee Palace Hotels (Agra) – Dec 2010 – March 2012

Multi-Skilled Team Associate

- Reported guest complaints and inspected rooms for issues that may affect guest satisfaction.

The Zuri Kumarkom Resort (Kerala) – Oct 2009 – Oct 2010

Guest Service Associate

- Cleaned guest rooms, including bed making, dusting, vacuuming, and bathroom cleaning.
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ACADEMIC CREDENTIALS

- Masters in Hotel Management and Catering from PTU Jalandhar (2009)
- B.Sc. in Zoology from JP University, Chapra (2007)
- Intermediate from BIEC Patna (2003)