



Pushpendra Bhadouriya

Assistant Front Office Manager

PERSONAL SUMMARY

I have a 'guest first' attitude and a proven track record of providing a friendly, welcoming and efficient service to all hotel guests, all in line with the highest standards of customer satisfaction. Key strengths include broad understanding of hotel operations and processes, structured & strategic thinking, creativity, thoroughness of execution and personal integrity.

CAREER HISTORY

Fairfield by Marriott Whitefield Bengaluru (August 2022 – Present) (104 Keys)

Assistant Front Office Manager (HOD)

Responsible for overseeing daily operations, ensuring employee productivity, monitoring efficiency of all processes and creating a positive work environment for employees and connecting regularly with upper management to stay up-to-date with organizational changes, issues and improvements.

- Monitoring trends in reservations, customer concerns, etc.
- Overseeing and monitoring staff levels and schedules.
- Communicating with management regarding employee and customer service issues.
- Identifying, planning and implementing training activities for all sections of the front office department.
- Maximizing hotel revenue by controlling room inventory, group blocking, packages, upselling etc.
- Participating in the development, implementation and review of the policies, procedures, practices and standards.

InterContinental Hotels Group (Oct 2018- July 2022)

Holiday Inn Express Gurugram (Feb 2022- July 2022) (205 Keys)

Assistant Front Office Manager (HOD)

Holiday Inn Gurugram Sec 90 (May 2021-Feb 2022) (263 Keys)

Duty Manager

Holiday Inn Express Bangalore Yeshwantpur (Pre-Opening) (Oct 2018-May 2021) (115 Keys)

Duty Manager (HOD Feb 2020 to April 2021)

Anya Hotel (A Partner with Starwood) Gurgaon (Aug 2017-Oct 2018) (116 Keys)

Duty Manager

Hilton Garden Inn, New Delhi, Saket (July 2016-July 2017) (115 Keys)

Front Office Executive

Fairmont Jaipur (FRHI Hotels) (May 2015-Feb 2016) (245 Keys)

Front Office Executive

Hilton Shillim Lonavala, Pune (Apr 2013-Apr 2015) (99 Villas)

Guest Service Associate

CONTACT

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ACHIEVEMENTS

- Handled and supported front office operations for pre-opening Holiday Inn Express.
- Achieved BSA scores of 87.3% in the year 2024 & 85.2% in the year 2025.
- Upsell increased by 30% in 2024 against 2023.
- Department of the Quarter 3 year 2023.
- Manager of the Quarter 2 year 2023.

COMPETENCIES

PERSONAL SKILLS

Numerate
Philomath
Business acumen
Highly adaptable
Positive attitude
Perseverance
Attention to detail

- Strategic Decision Making - Ability to gather and organize information relevant to a long-range goal or vision, develop alternative strategies, and execute a course of action to carry out a strategy.
- Excellent Customer Service and problem solving skills
- Ability to prepare and analyze statistical reports
- Ability to deal effectively with all levels of internal/external customers
- Ability to assess situations, evaluate options, make decisions, draw conclusions, and exercise good judgment.
- Comfortable working on various goals together and working under pressure.

CERTIFICATIONS

- Certifications for Budgeting, Customer Focus, Coaching and Delegating from Harvard Business Publishing Corporate Learning.
- Completed Foundation of Leadership certification.
- Completed Embark & Envision certification in September 2024.
- Certified departmental trainer and adept in using interactive methods to train the team.

PROFESSIONAL SKILLS

Advanced MS Excel
Management Systems
(Opera, Onq & Oasis.)

ACADEMIC QUALIFICATIONS

Sheffield Hallam University, Sheffield North Yorkshire, England UK; Jan 2011 – Apr 2012
MSc. in International Hospitality & Tourism Management
Jiwaji University
Bachelors of Business Management

REFERENCES – Available on request.