

Veenesh CM Minocha

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Objectives

Achievement-driven professional targeting assignments in Operations/ Facilities Management with an organization of repute

Education

- *M.Sc. in Hotel & Tourism Management from YCMOU, Nashik in 2008*
- *Bachelor of Commerce (Marketing & Advertising) from Pune University, Pune in 2005*

Others:

- *Appeared the UGC –NET, University Grant Commission in Tourism Management & Administration in 2014*
- *UK recognized Lean Six Sigma Green Belt from ASCB Ltd., Europe AIQM in 2009*
- *Specialized Course in HR from Pure HRC, Pune in 2008*
- *Neuro Linguistic Programming under guidance Mr. Ram Verma*
- *Past Life Regression Certificate under guidance of Dr. Rahul Malshute*

Experience

Nov' 18 April 2022 Fusion Foodies Operations Manager.

Key Result Areas:

- *Administering the daily operational & administrative activities*
- *Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices*
- *Managing organizational sales by developing a business plan that covers sales, revenue, and expense controls.*
- *Meeting planned sales goals.*
- *Setting individual sales targets with the sales team.*
- *Tracking sales goals and reporting results as necessary.*
- *Overseeing the activities and performance of the sales team.*
- *Coordinating with marketing on lead generation.*
- *The ongoing training of your salespeople.*
- *Developing your sales team through motivation, counselling, and product knowledge education.*
- *Promoting the organization and products.*
Understand our ideal customers and how they relate to our products.

- Maintaining the relationship with B2B and B2C clients
- Conducting teams
- Providing the presentations & representing systems
- interviews and planning the onboarding
- Synchronizing with sales

Sep'15 Oct' 18 Confluence Hospitality Pvt. Ltd., Pune as Operations & Relationship Manager B2B

Key Result Areas:

- Reconciling accounts as well as preparing reports; creating, documenting, and posting complex journal entries; recording various intercompany transactions and cost allocations
- Maintaining the relationship with B2B and B2C clients
- Updating and implementing all necessary business policies and accounting practices; improving the finance department's overall policy and procedure manual
- Developing, managing and monitoring the performance of multi-skilled workforce and conceptualizing need-based training programs for their overall career development
- Formulating and implementing corporate admin policies in the organization
- Managing manpower deployment, forecasting of men & material, employee relations and welfare activities
- Conducting interviews and planning the onboarding
- Administering the daily operational & administrative activities
- Supervising service operations for rendering and achieving quality services; providing first line customer support by answering queries & resolving their issues, ensuring minimum TAT
- Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices
- Synchronizing with sales teams
- Maintaining cordial relationship with senior management & directors
- Providing the presentations & representing systems
- Coordinating with property owners & management for best rates & services.

Mar'13- May'15 Athitya Hospitality Management Services, Pune as Facility / Operations Manager

Key Result Areas:

- Coordinated, managed and monitored the functioning of various departments in the organization
- Planned and supported sales and marketing activities
- Monitored open and close on day status to maximize room revenue and demonstrate the concept of yield management
- Administering the daily operational & administrative activities
- Ensured achievement of budget and cost effectiveness
- Functioned with the major departments such as Front Office, Housekeeping and Engineering on daily operations regards to guestroom status
- Administered guest complaints and reviewed compliments
- Reviewed all VIP room blocking

- Participated in the morning meetings to improve the working of the organization
- Took guest feedback; managed & analyzed for gap filling
- Kept a check on stock & inventory

Dec'10- Feb'13 Manntra Hill Resort, Karandi Village Bhor as Facilities Manager

Key Result Areas:

- Coordinated, managed and monitored the functioning of various departments in the organization
- Planned and supported sales and marketing activities
- Monitored open and close on day status to maximize room revenue and demonstrate the concept of yield management
- Ensured achievement of budget and cost effectiveness
- Functioned with the major departments such as Front Office, Housekeeping and Engineering on daily operations regards to guestroom status
- Administered guest complaints and reviewed compliments
- Reviewed all VIP room blocking
- Participated in the morning meetings to improve the working of the organization
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- Kept a check on stock & inventory

Oct'09-Dec'10 Oakwood Premier, Pune as Night Auditor

Jan'07- Oct'09 St. Larn Business Hotel, Pune as Assistant Night Manager

Dec'05-Jan'07 IHTM, Pune as Training Coordinator

Entrepreneurial Experience

Dated Jan '02 - Nov' 04 Fast Food Joint As Partner

Technical Skills

- MS Office (Word, Excel & PowerPoint)
- Internet Browsing
- Hardware
- C
- C++
- PageMaker
- CorelDRAW
- Photoshop

Academic Projects

- Team & Team Management in Hospitality Industries

- *Moment of Truth (Vishal Mega Mart)*
- *Project of World Tourism Day; organized a rally & exhibition*

Industrial Visits

- *Chateau Indage (Vineyard), Pune-Handmade Paper Factory*
- *Multi Cuisine Restaurant Flags*

Social Engagement

- *Implemented the Swachta Abhiyan at Chaturshungi Temple*

Skills

- *Operations Management, Forecasting and Sales Analysis, General Administration, Sales and Marketing Support, Human Resource Management and Liaison & Coordination.*

- ***Highlights:***

- *Contributed in delivering support in the implementation of Low Energy Consumption system which resulted in a cost saving of Rs. 25000 Month, which was utilized for staff welfare*
- *Recipient of Oakwood Mail Writing award for taking initiatives like Training of Effective Mailing*
- *Steered efforts in streamlining the existing systems/processes by OJT; thereby results in employee efficiency in Guest handling*
- *Handpicked key department heads such as Loyalty Program as Room Division Head and nurtured team towards successful launch of Loyalty Program for Manntra Hill Resort*
- *Organized events such as Christmas Cake Making, inviting In-house Guest's for Cookery Program to be held by Hotel Chef and customer engagement activities for building stronger brand value and loyalty*