

Dipen Bhakta

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SUMMARY

Experienced hospitality professional with over a decade of progressive leadership in hotel operations, including roles as Front Desk Clerk, Assistant Manager, and Operations Manager. Proven track record of managing cross-functional teams, optimizing processes, and driving operational excellence in high-demand environments. Skilled in financial oversight, customer service, and strategic planning. Recently completed the Google Data Analytics Certificate – a rigorous, hands-on program that covers the entire scope of the data analysis process. Excellent understanding and proficiency of platforms for effective data analyses, including SQL, spreadsheets, and R. Eager to leverage analytical skills, business acumen, and hands-on operational experience in a data analyst role to drive insight-based decision-making and process improvement.

PROFILE

- Data analysis
- Data cleaning
- Data visualization
- R programming
- Data-driven decision making
- Calculation and analysis in SQL and spreadsheets
- Effective presentations

PORTFOLIO

- [GitHub : https://github.com/dabhakta/dabhakta.github.io](https://github.com/dabhakta/dabhakta.github.io)

EDUCATION

High School	2008
<i>Clayton High School</i>	Clayton, NM
University of Texas at San Antonio	2016
<i>BS in Computer Science</i>	San Antonio, TX
Google Data Analytics Certificate	2025
<i>Coursera</i>	

EXPERIENCE

Scottish Inns and Suites Atascocita	Humble, TX
<i>Operations Manager</i>	2019 - Present

- Oversee all day-to-day operations, including front desk, housekeeping, maintenance, and guest service, ensuring optimal guest satisfaction and team efficiency.
- Manage financial responsibilities including forecasting, payroll, accounts payable/receivable, and financial reporting.
- Lead crisis response and resolution, ensuring safety, guest satisfaction, and brand reputation.
- Implement and maintain property technology solutions, including booking systems, and POS.
- Ensure compliance with local, county, state, and federal laws, including labor regulations and health and safety codes.

Days Inn & Suites of Clayton

Clayton, NM

Assistant Manager

2015 - 2017

- Supported the hotel manager in overseeing daily operations, including front desk, housekeeping, maintenance, and guest service, ensuring staff performance, guest satisfaction and team efficiency.
- Assisted in staff scheduling, inventory management, and conflict resolution.

Front Desk Clerk

2006 - 2008

- Delivered exceptional guest service through check-in/check-out, handling reservations, and resolving guest concerns promptly and professionally.
- Maintained accurate records, processed payments, and completed audits of all guest records.

Six Flags Fiesta Texas

San Antonio, TX

Certified Rides Operator

2009 - 2010

- Operated and monitored amusement park rides with a focus on safety, efficiency, and guest enjoyment.
- Conducted routine ride inspections and safety checks in accordance with company and state regulations.
- Provided friendly, clear instructions and support to guests, ensuring a positive and safe guest experience.

Golden Spread Coalition

Clayton, NM

Youth Team Member

2006 - 2008

- Run various health exhibits at the Union County Health Fair
- Spread awareness of tobacco consumption and how it affects health

INTERESTS

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| • Technology | • Video Games |
| • Films | • Traveling / Hiking |