

**MAYANK DWIVEDI**

**Address:**Youshufpur bhagwan, Makrand Nagar,  
Kannauj, U.P

**Pin code:**209726

**Phone:** +91 8299813207

**E-mail:** dwivedimayank005@gmail.com

**Career objective:-**

To pursue a challenging and an interesting career where I can learn more and hence, make the best possible contributions.

As I have completed my degree from one of the best known college for Hospitality in India, **I.H.M Jaipur**, the ethic and traits are to be followed by *learning, growing and developing*.

**Key skills:-**

- Effective leadership qualities and excellent communication skills.
- Good interpersonal skills and ability to work in a team as well as individually.
- Good with handling situations
- Solid understanding of guest relations and customer service within the hotel industry
- Strong understanding of all aspects of hotel management
- Good with Telephonic conversation

**Achievement:-**

- Participated Sports Completion
- Appreciation in F&B Service
- Part Of Personality Development Programs
- Volunteer in the junction Fairmount jaipur.
- Participate in JLF food Festival.
- Maintain correct standard of food hygiene(HACCP)
- Successfully completed the fire safety and prevention training and basic food hygiene training course
- Got appreciated for excellent manner in which I have handled the responsibilities entrusted to FHRAI event.

### Performance spectrum:-

- Excellent interpersonal skill, motivational and executive promotional skill.
- Superb customer relation quality assurance .
- Create plans of action and reach solution.
- Attending daily briefing.
- Maintain the store's gondolas.
- Stock control update daily sales report to the brand manager.
- Coordinate the sale with the ddfs and brand.
- Prepare the sales report which shows the growth and degrowth of the brand as per the month.

### Work Experience:-

- Worked with **Delhi Duty Free** as Sales Associate from 6<sup>th</sup> September 2017 to January 2019 and then got promoted as a brand ambassador in liquor category on January 14 , 2019 & still working here as a brand ambassador.

### Training Experience:-

- Worked in **Taj Jai mahal Palace Jaipur** for Four months as an intern and have worked across departments majorly in operations

### Educational qualifications:

S.NO	QUALIFICATION	BOARD	INSTITUTE	PERCENTAGE	SESSION
1	B.Sc in Hospitality & Hotel Administration – 1 <sup>st</sup> Year	N.C.H.M.C.T & IGNOU	I.H.M Jaipur	62.00%	2014-2015
2	B.Sc in Hospitality & Hotel Administration – 2 <sup>nd</sup> Year	N.C.H.M.C.T. & IGNOU	I.H.M. Jaipur	62.00%	2015-16
3	B.Sc in Hospitality & Hotel Administration – 3 <sup>rd</sup> Year	N.C.H.M.C.T. & IGNOU	I.H.M. Jaipur	62.00%	2016-17
5	10+2(SENIOR SECONDARY)	U.P	SNSIC TIRAHA SANDI HARDOI	63.00 %	2013-14
6	10 <sup>th</sup> SECONDARY)	C.B.S.E	ST. XAVIERS KANNAUJ	6.0 CGPA	2010-11

**Personal details**

FATHER'S NAME	Mr. Vivek Dwivedi
OCCUPATION	Teacher
BLOOD GROUP	B+
D.O.B	26-03-1996

**Reference**

Mr. Deeraj Hudda  
Assistant Department Manager

Delhi Duty Free  
Mob:- 9891712252

Mr. Nitin Kumar Kith

Duty manager  
Mob. 8826182236

**DECLARATION:** I hereby certify that all the information provided here is correct according to the best of my knowledge.

**MAYANK DWIVEDI**