

Himanshu Saxena

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CAREER OVERVIEW

I am seeking a role as a web developer at a company where I can learn, grow, and continue to master the craft.

I have diverse experience within the hospitality industry and have donned many hats with my current organisation. Although successful in my hospitality career, the aspects of my work I find most exciting and rewarding are IT related. This has inspired me to gain new skills and pursue a new challenge.

KEY SKILLS

TECHNICAL

- HTML
- CSS – Bootstrap, Material UI
- JavaScript
- Node.js
- Python

CORE SKILLS

- Customer satisfaction
- Revenue management
- Profit maximization
- Marketing, promotion and vendor management
- Process and standards improvement
- Reputation management
- Dispute resolution
- Conference management
- Team leadership and training

GENERAL

- Committed, responsible and resourceful professional
 - Refined planning and organizational skills that balance work, team support, and ad-hoc responsibilities in a timely and professional manner
 - Self-motivated, target driven and ability to take the initiative
 - Ability to work well under pressure
 - Resolves in-depth queries in a methodical manner independently
 - Dedicated to ongoing training and professional development
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WORK EXPERIENCE

**January 2018 –
Present**

Designation: Conference & Events Supervisor

Organisation: Adelaide Rockford Hotel

Key Responsibilities:

- Responsible for marketing, promoting and managing five conference and function venues at the hotel
- Meeting organisational goals and objectives pertaining to budgeting
- Consult, recommend, and direct all facets of conferences and events
- Ensuring strategic operation to meet budget objectives
- Liaising with external and internal facilitators and organisers for events
- Communicate client objectives to all departments, facilitate pre/post conference meetings, internal overviews, and client meetings
- Uphold highest level of presentation to include immediate response time, professional representation of product and services, and resolving budget and logistical obstacles
- Efficient staff management including rostering and training

Major Achievements:

- Spearheaded a new strategic plan based on in-depth competitor research to offer great service creating value for customers
- Re-negotiated vendor contracts to reduce operational costs
- Increased corporate bookings and successfully established repeat bookings

**August 2014 –
Present**

Designation: Assistant Front Office Manager/Duty Manager

Organisation: Adelaide Rockford Hotel

Key Responsibilities:

- In-depth experience in group reservations with strong understanding of different channels including travel agents and websites
- Supervising staff in ensuring daily tasks and duties are performed efficiently
- Training new and existing staff on new policies and procedures
- Attending customer queries and promptly delivering a solution
- Preparing financial and operational reports for senior management
- Liaising with senior management and other departments regarding matters affecting hotel operations

Major Achievements:

- Raised the Net Promoter Score of the hotel to above 45
- Actively contributed towards growing the existing loyalty program customer base
- Introduced new product distribution systems and streamlined existing ones to decrease costs and increase revenue

March 2014 - August 2014

Designation: Outbound Sales Consultant

Organisation: TSA Telco Group

Key Responsibilities:

- Consolidate existing customer base by retaining customers with updated products
- Acquiring new customers through timely acquisition campaigns
- Achieving daily and weekly KPI targets
- Contacting existing customers and identifying key selling opportunities to maximise cross selling
- Ability to meet timelines and superior inbound and outbound sales skills
- Providing excellent customer service

Skills Demonstrated:

- Superior customer service
- Building customer rapport and identifying selling opportunities
- Achieving individual and team KPI targets
- Excellent product knowledge
- Excellent communication skills
- Efficient team player

October 2008 - March 2014

Designation: Night Manager & Daily Revenue Auditor

Organisation: Rockford Hotel Adelaide

Key Responsibilities:

- Effectively checking daily hotel revenue and fixing any discrepancies
- Planning and implementing all security procedures and protocol
- Responsible for safety and security of all staff and guest on premises
- Performing daily rooms and revenue audit
- Attending to customer queries, complaints and feedback
- Liaising with senior management and other departments regarding matters affecting hotel operations

Major Achievements:

- Successfully prevented any major security incidents on hotel premises
- 100% success rate in locating and fixing revenue irregularities

ACADEMIC PROFILE

Masters in International Hospitality Management from Le Cordon Bleu, Adelaide, Australia

Bachelors in Hospitality & Hotel Administration from Institute of Hotel Management, Bangalore, India

Basic First Aid certificate from Australian Red Cross College

HOBBIES

Technology | Football | Current Affairs | Gaming |

REFEREES

Professional

Sharon Martin

General Manager, Rockford Adelaide

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Marion Tuck

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