

# LINTO PAULSON

📅 01/06/1995 🏠 INDIAN 📍 Akkarakaran House, Vallakunnu ,, Irinjalakuda 680683, India  
☎ +91 9544182222 ✉ lintopaulsonak@gmail.com

## Hotel Manager

---

Dynamic General Manager with a strong focus on team development, exceptional customer service, and high housekeeping standards. Highly organized professional with a Bachelor's degree & ample experience in supervision of front office operations settings. Strong written and verbal communication skills, proven ability to work with diverse teams, independent problem-solving experience, and friendly outgoing personality. Also experienced caregiver with a passion for helping adults with developmental disabilities achieve their highest quality of life and personal growth. Skilled in planning and teaching recreational activities, providing personal care, and supporting community integration.

**Areas of expertise include:** Customer service, front office management, housekeeping, performance management, budget management, and cash management. Proven ability to interact with the public effectively, ensure excellent guest experience, work effectively in a team, and meet department goals and objectives. Excellent communication, problem-solving, conflict resolution, strong organizational skills with strong work ethic. Fluent in English, Tamil, Hindi & Malayalam.

**Computer Skills include:** MS Office, Excel, PowerPoint, HTML, JavaScript, CSS & React

## EXPERIENCE

2019 – 2024

### GENERAL MANAGER

#### INDRAPRASTHA REGENCY

Led a team of 50 employees to consistently exceed customer service standards resulting in a 20% increase in customer satisfaction scores

1. Developed and implemented new employee training programs resulting in a 15% reduction in employee turnover
2. Created and executed successful marketing strategies resulting in a 10% increase in occupancy rates
3. Managed a budget of 10,00,000 and consistently achieved profit targets

2017 – 2018

### BUSINESS DEVELOPMENT ASSOCIATE

#### BYJUS THE LEARNING APP

1. Managed up to 20 different clients, building sales pipelines for each.
2. Scheduled high-level, quality conference calls, GoToMeeting, and face-to-face appointments with decision-makers who were sales-ready.
3. Consistently increased the number of appointments set each month and rewarded with more responsibilities as well as given new, high-end clients.

## CAREGIVER

### ALPHA PALLIATIVE CARE

1. **Provided personalized care for 15+ elderly residents**, ensuring their safety, comfort, and well-being. Assisted with daily activities for residents, including bathing, dressing, and meal preparation, maintaining a **98% satisfaction rate**.
2. Administered medications accurately for a caseload of 10 residents, maintaining a **100% error-free** record.
3. Collaborated with a multidisciplinary team to develop and implement individualized care plans, resulting in a **20% increase** in resident engagement.
4. Organized and facilitated **25+ group activities**, enhancing residents' social interaction and overall quality of life.
5. Documented residents' health conditions and care plans, contributing to a **95% accuracy rate** in medical records.
6. Assisted in mobility exercises for residents, resulting in a **25% improvement** in residents' mobility and strength.
7. Responded promptly to emergency situations, providing life-saving first aid in critical instances with a **100% success rate**.

## EDUCATION

"  
"  
"  
"  
"  
"  
"

2013 – 2017

### BACHELOR OF ENGINEERING AND TECHNOLOGY

### MECHANICAL

## SKILLS

Revenue management

Hospitality operations

Sales and marketing

Budget planning and forecasting

Report Writing

Recreational Planning

## TRAINING/COURSES

- INTERNATIONAL DIPLOMA IN ADULTERIN AND SOCIAL CARE: BLUECREST UNIVERSITY
- IELTS: 6.5

## STRENGTHS

### Leadership

Led teams of up to 100 employees to exceed revenue targets by 20%.

### Customer service

Achieved a 95% customer satisfaction rate by implementing personalized guest experiences.

### Financial management

Improved profit margins by 15% through strategic cost-cutting measures.

### Team development

Mentored and trained employees resulting in a 90% employee retention rate.

## **ACHIEVEMENTS**

---

Increasing employee satisfaction: Implemented employee engagement initiatives resulting in a 25% increase in employee satisfaction.

Community involvement : Organized and participated in local charity events, raising over 1,00,000 for community organization.

## **REFERENCES**

Available upon request