



Ishan Saraf

Operations Manager - Hospitality

Profile

Extensive expertise in end-to-end ground operations and adept team management. My forte lies in developing robust processes that automate operations and enhance system comprehension. I thrive on embracing new professional challenges to refine processes and amplify outcomes. I have a proven track record of optimizing strategies to elevate customer experience while fostering a culture of strong collaboration.

Work Experience

- **Operations Manager**
Feb 2024 – July 2024
Jungle by sturmfrei Hospitality Pvt Ltd, Ahmedabad
Led full-scale operational management for 6 properties
- **Head of Operations**
Sept 2023 – Dec 2023
Group Futurista, Estonia/India
Recruited, trained, and coordinated global corporate events
- **Operations Manager**
Mar 2023 – Sep 2023
Mirella Stays, Shoja, Himachal Pradesh
Managed operations and events for boutique property
- **Area Manager – Operations**
July 2022 – Jan 2023
The Hosteller Hospitality Pvt Ltd, Mumbai
Directed comprehensive operations across 8 properties
- **Seller Onboarding Associate, Investigation Specialist**
Mar 2022 – July 2022
Amazon, Bangalore
- **Property Manager**
Zostel Mussoorie, Uttarakhand
Dec 2021 – Aug 2021
- **Trippr World Hospitality, Gokarna, Karnataka**
Sep 2020 – Dec 2020
- **Zostel Varkala, Kerala**
Jan 2020 – Mar 2020
- **Front Desk Manager**
Apr 2019 – Jan 2020
Zostel Jaipur, Rajasthan

Contact

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Education

- **Sharda University**
Bachelors of Journalism and Mass Communication, 2018
- **IGNOU, New Delhi**
Certificate in Creative Writing, 2022

Skill

- Vendor & Partner Relations
- Customer Experience Curation
- Staff Guidance, Training & Management
- On-ground Operations
- Financial Budgeting & Reporting
- Property Auditing and R&M
- Reservations, Revenue, OTA and ORM Management

Internships

- Completed a Spiti Valley Himalayan Expedition Tour as a Bike Marshall with Ilahi Travels (Jul, 2023)
- Interned with Newslandry as a Research Intern (Dec, 2020)
- Volunteered as a Digital Media Intern with Hamari Pehchan NGO
- Volunteered as an Activity Manager with Zostel Alleppey, Kerala
- Freelance Videographer/Editor with Go paisa Net Ventures, Delhi
- Freelance Videographer/ Editor with Pepper Script, Delhi
- Interned as a Production Assistant with Zonopact, Delhi