

## Gaurav Kumar Gupta

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Would like to explore the knowledge in the field of customer Service, Hotel Management, Retail Operations, Hospitality & Management by working and executing Best Practices to ensure growth of Company and oneself with the expanding Horizon of Knowledge.

Professional Synopsis	
Hospitality Development	<p>1. The Overall Experience that I carry in the Cruise is More than 3 Years, had performed and taken training for multiple tasks from starting as a general staff and utility up to becoming Assistant to General Manager of Cruise Hotel, I had played a lot of different roles. I had taken training for Inventory management, Crowd Management, Housekeeping, Retail sales of duty-free shops and meeting up the expectations of crew as well guests. After doing this I had also handled the responsibility of Casino's Operation and Security via surveillance.</p> <p>Hotel Management# Laundry Management# Housekeeping and Hygiene</p> <p>Outlet Manager #Guest Escalation Management.1 Year 4 Months</p> <p>Experience as Department Operations Manager in Shoppers Stop pvt ltd.</p> <p>2. More than 1 Year of experience at OYO ROOMS, GOA as the Area General Manager looking in the North Goa Region. Looking after the Inventory Management, and managing HK Man Power and Creating Roosters, Team Leader who handle nearly 40+ manpower for maintaining the Oyo Hospitality Standards, Customer Interaction and Query Resolution. Was even responsible for customer satisfaction and giving an idea about the upcoming booking trend for every quarter based on historical data analysis.</p> <p>3.As the Department Manager where I was Handling all the operations and management issues including man power, inventory plan and day to day retail operations functions, Sales etc. My primary task was to provide best services to the customer, generate best level of hospitality and sales</p>
Hotel Management	
Banquet Management	
F and B Management	
Operations Manager	
Operations Executive	
Customer Support Manager	
Quality Analyst	
Order Management	
Inventory Management and Cost Control	
Operations Research	
Trend Setting and Business Enhancement	
Manpower Management	
Team Co-ordination	
Quality Assurance	
Material Management	
Rooster Planning	

MS- office	<p>from my designated team. My total work experience with Shoppers Stop was of 1 year and 3 months.</p> <p>4.Worked as CS Lead and Order Management Lead in Infinite Creations. Handling and leading the Customer Support Team making processes to streamline CS and Order management channel. Also I have gone through training of Development operations, Quality Analysis and News Letter creations internally.</p>
MS- Excel	
MS- Power point	
Cruise Security and Surveillance	
Hotel Management	
Outlet Management	
Hygiene Management	



## CAREER SCAN

**Total Work Experience- 6 Years 8 Months work experience in Multiple roles and organization.**

**April 2021-June 2022 - Operations Manager at Infinity Creations**

**April 2019-July2020 - Operations Department Manager at Shoppers Stop.**

**Oct 2017-Oct 2018 - OYO Rooms Hub and Area Manager for GOA North Region.**

**May 2013-Oct 2016- Assistant Operation's and Surveillance Manager in Cruise Industry (Star Cruises, Genting Hong Kong)**



## CORE COMPETENCIES

- ♦ Knowledge of retail management
- ♦ Knowledge of Customer support
- ♦ Inventory Management
- ♦ Start-up Management.
- ♦ Operations and Team Management.
- ♦ Good Knowledge of Technical and Facility Management and People Co-ordination.
- ♦ Core Knowledge of Operations Management and Process Designing
- ♦ Hospitality Management.
- ♦ Good Knowledge of MS- Office.



## EDUCATIONAL QUALIFICATION

Sr. No.	Passing Year	Education Details	College/ University	Percentage
1	2015	Bachelors of Commerce (Distance)	Raja Bhoj Open University	70
1	2012	B Sc. Hospitality and Hotels	Thiruvalluvar Vellore	75
2	2008	H.S.S.C. (Science)	Kopal Bhopal	62
3	2006	S.S.C.	Kopal Bhopal	81

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## PERSONAL DOSSIER

Date of Birth : 14<sup>th</sup> June 1990

Linguistic Abilities : English, Hindi

Hobbies : Playing Cricket, Driving, and Traveling etc.

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