

# Soumik Saha

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## Summary

Operations Manager at Jarvis Technology and strategy Consulting(29th December -Present)

Venue Manager at Self Operated Business of OYO, Kolkata (21st January 2019- 22nd November 2020)

Certified Internet Consultant at Just Dial, Kolkata (18th June 2018- 18th Jan 2019).

Front Office -Team Member With Vivanta By Taj Panjim,Goa (3rd July2014-17th April 2015).

MBA(MARKETING) From IISWBM, Kolkata (2016-2018).

Bachelors in Hotel Management From IHM GWALIOR (2011-2014).

## Experience



### Operations Manager

Jarvis Technology and Strategy Consulting

Dec 2020 - Present (2 months +)

- Creating Strategy long/short term action plan for the clients in conjunction with the central team
- Coordinating Cross functionally with ground team, technology,outsourced vendors and call centre.
- Managing the administration function, refining Process and system wherever Possible.
- Making reports on ground data to ensure smooth running of Projects.
- plan & Proactively monitor Project Progress and resolve issues with appropriate corrective actions.
- Managing end to end Operations,Hiring Onboarding and training of Candidates
- Mainting Relationship with Clients.



### Venue Manager

OYO

Jan 2019 - Nov 2020 (1 year 11 months)

- \*Handling Single handedly Sales and Operations in Self Operated Venues of OYO in Kolkata.
- \*Conducted 150+ Corporates and Social Events
- \*Revenue Analysis
- \*Sales Strategy
- \*Managing P&L of assigned SOB Venues.
- \*Managing high end customer to drive the business.
- \*Understanding the client's requirement and help them to Organize event Successfully
- \*Working closely with tele-sales and field sales/business development team to drive revenue
- \*Setting up the Supply-selecting,Contracting and building relationship with wedding and Events.
- \*Scaled SOB Venue from 2x to 5x
- \*Developing relationship and grow business with high end venues in Kolkata region by sharing Weddingz value Proposition
- \*Innovating on sales strategy and lead generation channels.
- \*Vendor Onboarding and Payment Process
- \*Providing Quotation to different Corporates as per their requirements.
- \*Maintaining Relationship with Existing Clients.

## **Certified Internet Consultant**

Justdial

Jun 2018 - Jan 2019 (8 months)

\*Advertisement Sales

\*Lead Generation

\*Revenue Generation

\*Data Updation



## **Summer Internship**

The Coca-Cola Company

Jun 2017 - Jul 2017 (2 months)



## **Front Desk Associate**

Taj Hotels

Jul 2014 - Apr 2015 (10 months)

\*Check In & Check-Out of Guest

\*Updating Guest Registration Card

\*Handling Guest Complaints.

\*Concierge Services



## **Summer Internship**

The Lalit Suri Hospitality Group

Jul 2012 - Nov 2012 (5 months)

## **Education**



### **Indira Gandhi National Open University**

Master's degree, Operations Management

2019 - 2021

Post Graduate Diploma in Operations Management



### **Indian Institute Of Social Welfare and Business Management**

Master of Business Administration (DAY), Marketing/Marketing Management, General

2016 - 2018

Masters Of Business Administration



### **Institute Of Hotel Management, GWALIOR**

BSc (Hospitality & Hotel Administration), Hospitality Administration/Management

2011 - 2014

Bachelor Of Hotel Management



### **BAL MANDIR SENIOR SECONDARY SCHOOL**

SENIOR SECONDARY SCHOOL, (COMMERCE)

2009 - 2011

CENTRAL BOARD OF SECONDARY EDUCATION



**BAL MANDIR SENIOR SECONDARY SCHOOL**  
SECONDARY SCHOOL

1996 - 2009

CENTRAL BOARD OF SECONDARY EDUCATION

## Licenses & Certifications



**Organising Member Of Confederation Of Indian Industries - ITC Hotels**

Issued Feb 2014 - Expires Feb 2014



**Member Of Alumni Committee - IISWBM**

Issued Aug 2016 - Expires Apr 2018



**Best Intern In Front Office - The Lalit Suri Hospitality Group**

Issued Oct 2012 - Expires Oct 2012



**Banquet Booking Challenge - OYO**



**CX Hero Venue Manager-East Region - Weddingz.in**



**CX Hero Venue Manager-East Region - Weddingz.in**



**Learning Heroes - Weddingz.in**



**Fire and Safety Orientation Programme - Ministry Of Corporate Affairs**



**Certified in Infection Control (CIC) - World Health Organization**

## Skills

Sales Operations • Marketing Strategy • Business Strategy • Marketing • Customer Relationship Management (CRM) • Sales • Start-ups • Event Planning • Corporate Events • Banquet Operations

## Honors & Awards



**Banquet Booking Challenge - OYO Hotels and Homes Pvt Ltd**

Jul 2019

Top Performer in Pan India Banquets Selling in July 2020



**Learning Heroes - OYO Hotels and Homes Pvt Ltd**

Mar 2020

3rd Position in Learning From Home