

HITESH LUTHRA

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EDUCATION

Bachelor's degree, GPA: 3.25 | [University of Maryland – College Park, MD](#)
Associate's degree in Business, GPA: 3.52 | [Montgomery College](#)

Expected Graduation May 2023

PROFILE SUMMARY

Highly motivated, focused, and results-driven Project Manager and analyst with progressive experience in developing processes that facilitate continual progress and objective achievement. Adept at developing detailed project plans, schedules, project timelines, status reports, and processes to ensure customer satisfaction, project continuity, and the timely delivery of services. Strong team leader capable of coordinating large-scale projects on time and within budget by effectively collaborating, facilitating, leading, and coaching. Demonstrated success applying project management best practices, technical expertise, and business acumen to consistently achieve targeted results. Offers a highly professional attitude, excellent social skills, and strong determination to achieve extraordinary results. Strong work ethic and commitment to compliance with professional codes, regulations, and policies.

CORE COMPETENCIES

- Effective leadership and analytical skills with strong project management abilities
- Monitor & measure project performance using appropriate tools and techniques
- Experience leading and partnering on the delivery of multi-faceted engagements
- Drive positive cultural change via clear operations performance improvement plans
- Skilled in guidance, problem-solving, and conflict resolution for a smooth workflow
- Strong written & verbal communication skills for documentation and correspondence
- Solid organization and interpersonal skills with the ability to prioritize and multi-task
- Excellent time management with high precision in a deadline-oriented environment

SKILLS HIGHLIGHTS

Project Management & Analysis	Project Planning & Scheduling	Operational Improvements
Business Strategy Development	Strategic Planning	Growth Optimization
Requirements Gathering	Customer Service & Satisfaction	Customer Relationship Management
Project Milestones & Deliverables	Project Documentation	Coordination & Collaboration
Training & Development	Team Leadership	Bilingual (English & Hindi)

PROFESSIONAL EXPERIENCE

Project Manager & Analyst | [JMD Construction](#)

2020 – Present

- Develop detailed project plans, ensuring resource availability & allocation, and delivering project on time within budget & scope.
- Coordinate internal resources and third parties/vendors for the flawless execution of projects.
- Develop project objectives involving all relevant stakeholders and ensure technical feasibility.
- Use appropriate verification techniques to manage changes in project scope, schedule and costs.
- Conduct research to identify and resolve issues or problems that arise during a project.
- Prepare reports on project status and results, including risk assessments and analyses of cost overrun.
- Devised strategic initiatives that increased revenue from \$200K to \$1.8 million in 18 months.

Key Projects

- Renovation of Choice Branded Property Rooms
- Interior Build out for Brand new Liquor Store located in Washington DC

Manager | [Frederick Hospitality](#)

2020 – 2022

- Enhanced positive customer experience and supported the company's mission to deliver hospitality excellence to premier clients.
- Developed and executed hospitality training efforts, measurement of the guest experience, and initiatives to enhance team culture.
- Provided leadership for the effective execution of daily operations while maintaining knowledge of current trends in the industry.
- Ensured that departmental budgets were maintained within established guidelines by monitoring actual vs. budgeted results.
- Developed strategies to increase sales through new customer acquisition and increasing frequency among existing customers.
- Increased revenue by 55% during COVID-19 and maintained 97% occupancy during pandemic.

Front Desk Associate | [Metro Points Hotel](#)

2016 – 2020

- Performed all check-in and check-out tasks, managed reservations and informed customers about payment methods.
- Liaised with the housekeeping staff to ensure all rooms were clean, tidy, and fully furnished to accommodate guests' needs.
- Confirmed group reservations and arranged personalized services for VIP customers and event attendees, like wedding guests.

Business Analyst Intern | [SAP NS2](#)

Summer 2018, 2019

- Collaborated closely with a team to develop and deliver cloud-based solutions.
- Contributed to storyboarding, prototyping, and business analysis activities.