

SHARDUL SHARAD BULBULEY

29 A Lomond Crescent, Queenstown, Otago 9300 | C: 64223740190 | s.bulbuley@gmail.com

SUMMARY

Seasoned hospitality professional with 7 years of experience ensuring seamless daily operations. Expertise includes budgeting and financial management, planning, organising hotel services such as reception, night auditor, housekeeping, food and beverage operations and Commis Chef.

QUALIFICATIONS

- Hospitality Expertise
- Strategic Planning
- Team Leadership
- Conflict Resolution
- Strong Client/Guest Relations
- Training and Development

ACCOMPLISHMENTS

- Improved customer satisfaction by dealing with customer complaints and comments in a timely manner
- strategically increased productivity by 18 percent through the implementation of various process improvements in a Year.

PROFESSIONAL EXPERIENCE

- | | |
|--------------------|--|
| 04/2015 to Current | Buffet Host/ Chef Assistant
Skyline Enterprises — Queenstown, Otago <ul style="list-style-type: none">● Larder Preparation● Ambience, Presentation and setup for Lunch Buffet in restaurant● Making Bar Orders● Ensuring health and safety and cleanliness in Kitchen |
| 07/2013 to 03/2015 | Room Attendant/ Self Checker
Peppers Blue Water Resort — Lake Tekapo, Canterbury <ul style="list-style-type: none">● House Keeping Operations● Managed team● Cleaning Rooms as per the Hotel Standards |
| 05/2009 to 05/2010 | Receptionist/Night Auditor
Hotel Kohinoor Executive — Pune, Maharashtra <ul style="list-style-type: none">● Guest Check in/ Check out Process● Operate Property management System● Night Auditing● Handling Guest Complaints |
| 07/2008 to 01/2009 | Front Office Executive
Le Royale Residency — Hinjewadi, Pune <ul style="list-style-type: none">● Managing Reservations● Handling Professional execution of guest, calls, messages & amenities.● Promoted Hotel services and sale● Increased guest Retention by exceeding expectation & delivering first class customer service● Night Auditing & creating Night Audit Report, Sales Analysis Report |

EDUCATION AND PROFESSIONAL TRAINING

- 2014 Hotel Management
Pacific International Hotel Management School — New Plymouth, Taranaki, New Zealand
Post Graduate Diploma In Hotel Management
- 2010 Hotel Management & Travel Tourism
Bharati Vidyapeeth University — Pune, Maharashtra, India
Bachelors Degree in Hotel Management & Travel and Tourism

LANGUAGES

Language fluency in English, Hindi, Marathi and Intermediate Spanish

PERSONAL INFORMATION

Nationality: Indian
Sex: Male
Status: Single
Hobbies: Trekking, Hiking
Visa Status: Work Permit

REFERENCES

Joel Castillo
Senior Chef De Partie
Skyline Enterprises
027 969 7257

Amit Mahulkar
Assistant Manager
The Canterbury Club ChristChurch
+64 210 435 942

Venkatraman Rajagopal
Senior Management Lecturer, Marketing Co-ordinator (Asia Pacific)
Pacific International Hotel Management School
021 1638 144