

RESUME

I BELIEVE “SUCCESS IS A JOURNEY, NOT A DESTINATION”

DARSHAN.JAIN

MY COMMITMENT & VISION

  Become competent professional executive generating tremendous value addition to the business & the society.

SUMMARY

*experience appears to be concentrated in Information Technology / Privacy and Data Security, with exposure to Retail / Money Handling. DARSHAN. JAIN has 13 years of work experience, with 4 years of management experience, including a mid-level position.*

•  Good analytical, investigative & problem solving skills.

•  Excemptional communication, interpersonal & leader ship skill, team player & can relate effectively with people.

ABOUT MYSELF

  \*Born in the year 1975 on 28th may, I was an average student in school, I had a passion for service, this industry is one of the places where we get a chance to satisfy .

\*I consider personal integrity to be my prime asset, I believe in hard work rational & practical approach.

\* My gregarious instincts, amicable nature & communication skills substaintiate to my brimming confidence & leadership abilities &attributes.

QUALIFICATION

  S.S.L.C. :Studied in  The Year 1994 in ST.MOSES ENGLISH   SCHOOL.

•  P.U.C.    :  Studied in the year of 1996 in siddagangap.u. college

•  Completed successfully my 10th & + 2 in tumkur.

\* BA ( Graduate )

WORK EXPERIENCE PROFFESSIONAL

Daffodil Suites Hotel & Service Apartments

Presently Working in Daffodil Suites Hotel & Service Apartments

Designation – Operations Manager

Responsibilities:

1. Arrange Travel Tickets & Accommodation for Requirements ( Hotel, Flights, Train, Bus)
2. Responsibilities for property maintenance work.
3. Solve the problem for customer’s complaint.
4. Reports to AVP HR.
5. Handling Entire Admin Facility Work ( Security, H/K, Maintenance)
6. Arrange Conference for Coming Requirements
7. Arrange Lunch for Employees.
8. Collect Monthly Vendors Bills
9. Collect New Quote from Vendors
10. Facilitate for New Trainees.
11. Following Vendors Payments & Requirements.

The Pommels Hotel & Service Appartments.

Worked in The Pommels Hotel,

Designation – Operation Manager

From – Jan 2014 to July 31st 2015

Responsibilities:

1. To ensure that office work runs smoothly.
2. Responsibilities for property maintenance work.
3. Solve the problem for customer’s complaint.
4. Sending reports to director.
5. Marketing New Company Clients.

Responsible For 24 Rooms of Property.

Reporting to Managing Director.

Responsible for entire front office department.

Ensure for the smooth operation of the department..

Oversee the work of FOA’S, Reservations & the bell boys.

Will meet as many guest as possible and take their feedback.

Will check the following on daily basis.

All checkouts bills & sign them.

Reservations arrivals for the day.

Reservations received during the day.

Hand over takeover of shift done properly.

Training for FO staff.

AARUSHA HOMES PVT LTD.

Worked in Aarusha Homes,

Designation – Operation Manager

From – July  2012 to Dec 2013

Responsibilities:

1. To ensure that office work runs smoothly.
2. Responsibilities for property maintenance work.
3. Solve the problem for customer’s complaint.
4. Sending reports to director.
5. Ensure that to collect rent amount as per date final.
6. Contacting vendors for new materials quotation.
7. Sending MIS reports to director.

8.   Follow up for new enquiry from just dial & sulekha.com

TERRACEGARDEN  - BANGALORE

  A 3star luxury business service apartments & guest house .

Designation  :  Front office executive

Responsibilities : •  Reporting to Front office manager.

•  Responcible for entire front office department.

•  Responsible for reservation &incharge of cash & c/card bills.

•   Worked for 4 yrs as FOE.

* From Jan -2004 to Feb – 2008

STERLING SUITES HOSPITALITY

  A chain of luxury business class service apartments & hotels  in Bangalore .

Designation :  Asst Front Office  Manager

Promoted as   : Asst  Operation   Manager

Duration :  From  Feb 2008   to  Apr  2011

Responsibilities :

Responsible For 48 Rooms  Of  Property.

• Reporting to Director.

• Responsible for entire front office department.

•Responsible for reservation &incharge of cash & c/card bills.

Responsible for  House Keeping  Breifing

Responsible  For Store Room (Inward & Out Ward )

Responsible  For  Room Alotment

                  Computer knowledge  :

  Basic computer knowledge & internet &ms word.

      Software :  LUCID, IDS, VIN HMS

PRIDE GROUP OF HOTELS

  Worked in Pride Hotel.

Designation – Duty Manager

 From May 2011 to June 2012

Responsibilities:

Responsible For 100 Rooms of Property.

Reporting to Front Office Manager.

Responsible for entire front office department.

Ensure for the smooth operation of the department..

Oversee the work of FOA’S, Reservations & the bell boys.

Will meet as many guest as possible and take their feedback.

Will check the following on daily basis.

All checkouts bills & sign them.

Reservations arrivals for the day.

Reservations received during the day.

Tariff posted properly.

Hand over takeover of shift done properly.

Training for FO staff.

Ensure  all telecalls are done / Courtesy calls are done.

Check flash report.

Check for no show & find out the reasons.

Check log book on daily .

Carry out daily any other duty assigned from FOM.

Ensure that night report to send for HOD’S.

Ensure that to arrange cab for guest.

Recruitment and discharge of staff in conjunction with the Rooms Division Manager

To develop and implement a Training Program including Computerization.

Develop Job Descriptions for each member of staff and keep them updated.

Monthly timetables for staff incorporating annual holidays.

Control payroll costs, ensuring sufficient coverage at any given time

Ensure the Department is properly equipped with stationery etc. and that costs are kept to a minimum.

Aim to maximize Room Occupancy at all times and ensure a clear understanding of the Property Forecast for the future.

Aim to reach the Quality Standards laid down by the hotel.

To attend and hold departmental staff and individual meetings.

Ensure Debtors Accounts are kept within the required amount of days.

Setting objectives and ensuring they are fulfilled.

Ensure punctuality and control absenteeism.

Regularly check appearance and uniforms of the staff.

Check that the attitude is always exceptional,

Ensure service is always of the highest degree.

Always be on the lookout for new ideas and means of control.

Ensure that Operating Equipment is always in perfect working condition.

Handle any problems and guest complaints when necessary.

Be constantly aware of the different rates and those of competitor hotels.

Be aware of special promotions within the hotel.

Ensure the close communication with other department in the hotel.

Create an atmosphere of high morale and a happy working relationship among the staff.

Administer to all employees, the company Policies and Procedures pertaining to hotel regulations and standards

PERSONAL  MEMORANDA

Name:  DARSHAN.JAIN

Sex       :   Male

Birth of date    : 28/05/1975

Marital status    : Married

Languages known    : Kannada, English, Hindi,Telugu

Hobbies     : Reading news paper,  Traveling

Personality    :  height -5’9

Weight – 74 kg

Skin colour – tan

Eye colour – black

Address : s/o D.puttannaiah, No 1, Rampura Lake Road, Vinayaka Layout, Opp to Prakrith Infra Apartment, Kanaka Nagar, Horamavu Post , Bangalore – 43

Voice    :  9743053084 ,  9611626919

Last salary drawn : 450000/- (P.A)

Expected salary :  500000/- (P.A)

Mail ID—kpjain2875@yahoo.co.in, [jwaladarshan@rediffmail.com](mailto:jwaladarshan@rediffmail.com)

Place : Bangalore

Date :

                                                                                        (Darshan.Jain)