



Siddhant Singh

Operations Professional

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- Kolkata, India

Awards Won

- Certificates for employee of the month thrice at Plaza Premium Hotels

Computer Skills

- Micros, POS, PMS hospitality management software
- Windows, MS- Office

Personal attributes

- Highly driven and focused towards obtaining fast results
- Self-confident and motivated to take up challenging assignments
- Capable team player who works with people at all levels with strong interpersonal and communication skills
- An excellent communicator, with an ability to build positive rapport easily
- Very comfortable interacting with and helping customers, vendors and team members

Other interests

- Involved in community and marketing groups for personal development
- Attending sessions with senior industry professionals for enhancing my skills and development

Objective

Highly motivated operations professional with rich experience in India's largest and fastest growing hotel startup leading high performance teams in achieving aggressive targets, with a B.Sc in Hotel and Hospitality Administration.

Highly passionate about working and contributing in a fast paced start-up environment where I can add to the rapid growth of the organisation as well as grow with the same.

- Excellent organisation skills
- Operation Management
- Event Management
- Team Management
- Negotiation skills
- Strong Revenue focus
- Good oratory public speaking skills
- Leadership Skills & Leadership Capability

Current Employment

Oyo Rooms

<https://www.oyorooms.com/>

- Hotel Manager
- June 2019 -Nov 2019



Responsible for smooth and efficient operations of the overall hotel. I was also responsible for revenue maximisation through upselling, business development initiatives as well as Complaint Management and issue resolution. Conducting Budgeting and Forecasting – Revenue and Profit analysis. Maintaining staff efficiency and morale at the highest level.

Plaza Premium Group, Hyderabad

<http://www.plazapremiumgroup.com/>

- Guest Relation Officer
- November 2017 – June 2019.



The work at Plaza Premium was challenging and enriching. The day to day work requires greeting and meeting up the guests, taking check in, and raising bill request. My role also demands selling company facilities, writing mails and a day and week end report. Handling customer queries and complains. The team works together to solve the needs of the customers. To take care of the operational works and maintain a cordial relationship among different team members.

Overall responsibility for handling a property and team management.

Language Skills

- English, Hindi, Bengali

References

- Mr Subroto Mukherjee
Assistant General Manager,
Corporate Relations
GMR group, Hyderabad
+91-9989544462
- Mr Kalyan Mukherjee
HOD, IHM Hajipur
+91-9471558664
- Mr Debojyoti Saha
Director, Developing Minds
+91-9836700425
- Suman Chatterjee
Administrator (Institute of
Hotel Management)
Member of Ministry of Indian
Tourism
+91-8987089630

Training

Novotel, Hotel & Residencies of Accor Group, Kolkata

<http://novotel.accor.com/>

- Industrial Training of 17 weeks

The internship period has given me an exposure to interact with the guests and understand how front office works. The key areas of the internship were customer service which helped to understand how to treat your customers and documentation work which involved email writing and reports. Other basic tasks included handling of customer complaints, receive and greet customers at the entrance.

Education

B.Sc Hotel Management & Catering Science

Institute of Hotel Management, Kolkata, 2014-2017, with 70%

Positions of Responsibility held during B.Sc:

- Student Member, The Editorial Board of college magazine, IHM
- Anti-Ragging Head, Anti-Ragging Committee-IHM
- Event Manager, College fest, IHM

12th Standard (CBSE)

B.D.Memorial Institute, 2014, with 64%

10th Standard (CBSE)

B.D.Memorial Institute, 2012, with 62%

