**Priti singh** 

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**Objective**

To excel in the challenging, dynamic and exciting environment as a thorough professional by implementing and upgrading my skills, knowledge being part of an enterprise firm where I can gain exposure myself and company with use of my skills and modern technologies .

**Skills**

|  |  |
| --- | --- |
| * Recruitment with online portal like naukri.com * Screening,shortlisting, lineup ,fallow up * Customer Service/Billing Collections * Online and offline marketing * Team Work * Communications * PMS * Opinion surveys | * Planning and organizing * Time Management * Perseverance and motivation * Initiative/Self-Motivation * Process Oriented * Man power planning * Preparation of JDs * Organization structure * Experience of moderation |

**Professional Experience**

**9 star HOTELS, Agra**

**Operation Manager,** January /2013 to Present

**Team Size:-35**

**Key Deliverables*: -***Operations, Salary , online portal recruitment, Attendance ,joining formalities , solving payment issues of online and offline ,Guest Relation , Online and off line marketing ,Online Partner Management, Team Management, Payroll , Training, Front office

* Recruitment with help of Naukri portal in Hotel industry.
* As the Chair and team member of the Operational Management Group, I provide operational support to my team. There are 35 employees in this Hotel.   
   Provided industrial relations advice and coached line managers in the implementation of HR principles.
* Streamlined recruitment process and project managed recruitment of over 35 staff in multiple disciplines for commencement of a new contract.
* Identified and project managed a review of the business unit managing care and domestic workers, which included an evaluation of unit structure, job roles, functions and systems.
* Reviewed and implemented new induction processes, gaining buy-in from the leadership team and resulting in increased retention rates.
* Continually assess effectiveness of training programs and produce reports on key data and
* Staff performance and appraisal.
* Developed and maintained the induction program for all Management and Head Office employees, as well as the human capital program for Head Office.
* Undertook administration duties and data capture.
* Coordinated and reported on internal training.
* Implemented and administrated the e-recruitment system.
* Directed the brand management of HR processes both internally and externally.
* Responsible for generate revenue from on- line and off- line sales.
* Trying to contract from online portals like make my trip,agoda, Expedia.

**Brijwasi Resorts Pvt. Ltd., Mathura - 68**

**Reservation Manager**, January 2012 to December 2012

**Team** **Size**: - 10

**Key Deliverables*:*** solving payment issues of online and offline, Guest Relation, Online and off line marketing ,Online Partner Management, Team Management, Front office ,

Contract form other portals

* Well Versed with Booking Engine, Fast Booking, OTA (Booking.com, Make My Trip, Wotif, Agoda, Cleartrip, Travelguru, Yatra, Orbitz, Guest House.com.
* To handle all telephone calls in a professional manner service at all time.
* To ensure all data input are accurate and in accordance to stipulated guidelines.
* Process all reservations, amendments and cancellations into Property Management System (PMS) upon receipt of request.
* Always check for Guest History and duplicate bookings before processing of new booking request.
* Ensure reservations with special requests are communicated to respective departments.
* To maintain a good working relationship with corporate bookers and Travel Agents.
* Always up-sell whenever possible.
* Maintain and ensure departmental filing systems are in order.
* Participate in Revenue Strategy Meetings with the Sales & Marketing Team on yield strategies. Decide on pricing strategies for the next two months.
* Ensure that the appropriate rates, promotions, packages and inventory are available on all distribution channels including Brand website, GDS and third party websites.
* Monitor rate availability and inventory available for sale in relation to expected demand.

**Golden TULIP, RANCHI - 58**

**Front office Supervisor,** April /2010 to December 2011.

**Team Size: - 7**

**Key Deliverables:-** Front office Operations , Guest Handling , Problem solving , Online booking , check in and checkout formalities , Cashiering , Team coordination

* To handle all telephone calls in a professional manner service at all time.
* To ensure all data input are accurate and in accordance to stipulated guidelines.
* Process all reservations, amendments and cancellations into Property Management System (PMS) upon receipt of request.
* Always check for Guest History and duplicate bookings before processing of new booking request.
* Ensure reservations with special requests are communicated to respective departments.
* To maintain a good working relationship with corporate bookers and Travel Agents.
* Always up-sell whenever possible.
* Maintain and ensure departmental filing systems are in order.
* Ensure that the appropriate rates, promotions, packages and inventory are available on all distribution channels including Brand website, GDS and third party websites.
* Monitor rate availability and inventory available for sale in relation to expected demand.

**Backend Operations**

* Managing MIS report like total revenue of hotel, occupancy percentage.
* handling security process of Hotel
* Responsible for service of Guest in Hotel.
* Responsible for PO/PR and budget related work of Hotel.

**Extra activities:-**

* N.C.C. b certificate from 17th UP Girls BATTALIANS.
* 1st Aid Certified from UP BATTALIANS Doctors.
* Diploma in Computer Application.

**Education**

* Pursuing LLB from Kanpur University – 2nd year.
* MBA from Algappa University in 2013 and specialization in HR AND Marketing.
* Graduation in Hotel Management (BHMCT) IN 2011.

**Personal Particulars**

Date of Birth : 01-05-1986

Languages Known : English, Hindi and Bhojpuri

Nationality : Indian

Marital status : Unmarried

Interest : Music, cooking