**PANKAJ KUMAR**

**Officer transit Accomodation building**

**Vital nagar,near- Gdk-5 enclave**

**Godavari khani -505214**

**Mobile no.- +918461880173**

**e-mail:-**

[**pankaj.prabhat1987@gamil**](mailto:pankaj.prabhat1987@gamil)**.com**

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**OBJECTIVE**

**A high performing hospitality industry professional which significant cross functional experience (07+ years)in the realm of client relationship management/end to end hotel operations –admintration/front office business striving to be a key player in achieving organizational objectives in the international market .**

**PROFILE SUMMARY**

* A result driven professional with around 07+ years of experience in the hotel

Industry across location.

* Current association with **“countrywide infrastructure Pvt ltd Delhi”** A unique facility management company. As senior operation manager.

Possesses unique blend of creative flair and passion for food, strong business sense and engaging inter personal skill along with significant ability to understand client requirement, complains suggesting valuable solution to their quarries.

* Very strong analytics skill with expertise in resolving escalated customer service issues.
* Creating a motivated team and work environment to meet organizational base line with resolving customer complains.
* **Effective communication & exceptional presentation skills** & abilities in leading cross-cultural teams & establishing relationships.
* Completed 3 years degree in hotel management and catering technology from national school of management studies Durgapur(west Bengal)
* **INDUSTRIAL EXPOSURE**

Six months Industrial training from hotel **the Resort (C.K Raheja group of hotels), Mumbai in the years -2005.**

**WORKING EXPERIENCE:**

* Working with Countrywide **Infrastructure Pvt Ltd Delhi** as senior **operation Manager** from July 2015 to till date.
* **1st September 2006 to 28th November2006.**
* Worked with HOTEL **GARGEE GRAND** PATNA as **Room divisional manager** from **NOVEMBER 2014 TO July 2015 2006 to September 2011**.
* Worked with **the resort (aksa beach Mumbai)** as **guest relation executive from February 2008 to October 2013.**
* Worked with A4A Hospitality Mumbai **as** **business analyst** from **May 2006 to November 2007.**

**AREA OF EXPERTISE:-**

* **Client relationship management \* interpersonal skill**
* **Hospitality operations \* administrative skill**
* **Billing/reservations \* budgeting**
* **lising \* supervisory functions**
* **networking \* taking initiative**

**KEY RESPONSIBLITIES**

**OPERATION AND ADMINISTRATION FUNCTIONS**

* Demonstrated excellence in discharging the overall responsibility for end to end operation of the hotel.
* Adept at establishing expected standard for service to guest and member, decor, house keeping, food quality and banquet operation.
* Profiency in independently handling the entire hotel business unit, starting from getting guest making them comfortable, billing till the client delivery.
* Adroit in dealing with general reservations enquiries as well as answering guest, question and dealing with complain.
* End to end reasonability for the billing, transaction and maintain adequate records for the guest.
* Maintain daily functions of billing correspondence, e-mail and commercial visit to the corporate etc.
* Skillfully answering visitor enquiries about the hotel and its product or services, directing visitor to their destination, shorting and handling out mailer or correspondence.
* Liaising with local and district administration transportation, hospitality, protocol, union matters travel arrangement for official and guest.

**ACEDEMIC CREDENTIAL/ACHIEVMENT**

* Passed matriculation under CBSE IN THE YEAR 2002.
* Passed higher secondary examination under bseb in the year 2004.
* **PROFESSIONAL QUALIFICATION**
* Bachelor in Hotel Management and catering technologyfrom National School of Management Studies **Durgapur** (Affiliated to P.T.U.) (2004-2007)
* **EXRTA QUALIFICATION**
* Having knowledgeof computer in “WINDOW 2007” & MICROSOFT OFFICE EXEL, I.D.S AND FIDELIO SOFTWARE.

**Personal information**

Father Name: - Ram sagar paswan

Date of Birth: - 10th august 1987

Language known: - English, Hindi, Sanskrit and Bengali

Interest: - fond of music and fond of making relation with guest.

**Contact details**

**Resident address-**  **Village: – Purani Biraha**

**P.O: – Biraha**

**P.S:- Rosera**

**Disst. - Samastipur**

**State – Bihar**

**Pin - 848216**

**Declaration**

**In fine I assure you with full confidence that given the opportunity, I shall discharge my duties to the requirements and satisfaction of the organization.**

**DATE: (PANKAJ KUMAR)**

**PLACE:**