

Pankaj Ghosh

Hotels and Hospitality professional

Passed out from a reputed Hospitality and Hotel Administration college (Degree- B.Sc.). Friendly and courteous. Delivers first rate service to foster positive relations with guests to promote customer satisfaction and customer loyalty. Adept at balancing multiple tasks while keeping a calm and courteous demeanour. Excellent English written and spoken skills.



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☎ 8927598293

📍 Uttar Hazipur, South 24 Parganas, West Bengal
743331, Diamond Harbour, India

EDUCATION

Study Program

Institute of Hotel Management, Kolkata

2018 - 2021

Kolkata

Bsc in HOTEL MANAGEMENT

- BACHELOR OF HOTEL MANAGEMENT

Bachelor of Arts

Vivekananda college, University of Calcutta

2015 - 2018

Kolkata

English Literature

- English, History and Political science

Higher secondary

Diamond Harbour High School

2013 - 2015

Diamond Harbour

WORK EXPERIENCE

Property Manager/ Resident Captain

Dtwelve Spaces Pvt Ltd.

APR,2022- Present

Bengaluru, Karnataka

One of the prominent and luxury accommodation company . Stanza living is as of now one of the largest organization with a network of almost 25 indian cities .

Job role:

Manage the assigned property with the co ordination of Housekeeping, Securities and repair and maintenance to ensure a smooth operation. solving the grievances of the customer within the predefined SLA to have a good score of the respected houses.

Operational Management trainee

Skygate Hospitality pvt ltd.

08/2021 - 05/2022

Bengaluru, Karnataka

Better Known as Biryani by Kilo a renowned biryani food chain.

Achievements/Tasks

- Completed 3 months basic training with excellence
- One time rockstar of the month
- Shift Handling
- Restaurant closing and opening

Industrial Exposure Training

The peerless Inn. kolkata

06/2019 - 11/2019

Kolkata, West Bengal

SKILLS

Attention to detail

Problem solving

Communication

Initiative

Multitasking

Computer skills in MS Office and different PMS softwares

CERTIFICATES

NIELIT O LEVEL(FORMERLY DOEACC) (2015 - 2017)

Computer Skill course

Computer hardware and peripheral

Basic computer hardware and networking

LANGUAGES

English

Professional Working Proficiency

Bengali

Native or Bilingual Proficiency

Hindi

Full Professional Proficiency

INTERESTS

Traveling to new places

Political discussions

Road trips

Cooking

Trading in stock market and cryptocurrency