**VINAY NAIR**

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**Professional Summary**

Intelligent and enterprising senior executive eager to utilize over two decades of experience in the hospitality industry. Adept at enabling company growth and key operational improvements by weighting corporate objectives effectively and offering timely advice. Goal-driven with a successful background of consistently delivering shareholder value and revenue growth, with experience spanning Chief Operating Oﬃcer, Multi Hotel General Manager, Business Development, Rooms Division roles.

**Accomplishments**

* Hilton Leader of the Year 2017 - Asia Paciﬁc' for best representing hospitality by living the Hilton values.
* The Connie Award - 2017' bestowed upon Hilton Chennai for overall combined quality assurance, overall guest experience and Hilton Honors member experience.
* Finance Team of the Year - 2017' by Hilton at the India & South East Asia leadership conference 2017 (DoubleTree Suites by Hilton, Bangalore).
* Best Professional in Hospitality -2014' by Paciﬁc Area Travel Writers Association (PATWA).
* General Manager - Best Customer Centric Hotel, 2013', recognized for customer satisfaction and loyalty (Park Plaza Gurgaon).

**Core Skills**

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| * Business strategies and goals * Change management * Financial management * Operations management * Problem-solving * Strategic development * Inventory control * Employee development * Customer experiences | * Cross-functional team management * Leadership and team building * Trend forecasting * Budgeting and cost control strategies * Goal setting * Performance improvements * Complex problem solving * Profit and loss accountability |

**Experience**

Hilton

Pune, India

General Manager – **DoubleTree by Hilton** 02/2021 to Current

* Responsible for positively representing and managing all aspects of the hotel.
* Working with Market Sales to establish property sales strategy, goals, and action plans.
* Keeping brand leadership team, owners, and above property stakeholders updated on property performance in the areas of financials, guest satisfaction, and associate engagement.
* Providing timely real-time feedback to management, and team members on service and operational standards
* Working with the Regional Sales office (RSO) to implement sales strategy for the property (e.g., goal setting, setting rates, etc.)
* Developing innovative means for capturing new streams of revenue through property amenities.
* Creating, and supporting clear lines of responsibility for management team, including coverage and oversight throughout the day.

Dimora Hotels & Resorts

India & Saudi Arabia

Chief Operating Officer 12/2018 to 09/2020

* Operational oversight and budgetary aligning for 04 business and resort locations in India and Saudi Arabia while generating leads for expansion with 07 more locations.
* Budgeting and P&L Financial Management Strategic development and execution Business Transformations Operations Management Social Responsibility Complex Problem-solving Goal Setting Cross-functional team management, Chief Operating Oﬃcer Directing all aspects of the hospitality division, including lifestyle & wellness, revenue generation, marketing, advertising and spearheading expansion strategies increasing business market share.
* Showcased industry-leading proﬁt increase of 73% year on year for the hospitality division by transforming operational eﬃciency.
* Refocused performance initiatives, facilitating 37% average room rate increase with 14% Revenue PAR increase across hotels.
* Consolidated contracts with business partners, clients and vendors, saving company over $1 Million.
* Critiqued new strategies and policies in coordination with Board of Directors to attain and exceed long-term business objectives, securing company with strong and sustainable organizational leadership.

Hilton

Chennai, India

General Manager – **Hilton Chennai** 07/2017 to 11/2018

* Inﬂuenced year-on-year business and top line revenue growth of 10% for hotel with 204 rooms, 05 food & beverage outlets, 11,000 square feet of meeting & banqueting space, $ 12 million in annual revenues.
* Modiﬁed targeted improvements resulting in year on year proﬁtability growth of 26% and EBITDA growth of 50%.
* Analyzed performance data to boost the RGI to 152.8 YTD in highly competitive market with key months returning over 174 in RGI.
* Overhauled staﬀ engagement, gender diversity and cultural programs with growth of 67% year on year on engagement scores.
* Yielded operational eﬃciency by reducing costs, overheads and accomplishing a Target GOP of 105.30%.

Hilton

Bangalore, India

General Manager **– DoubleTree Suites by Hilton** 09/2014 to 07/2017

* Forecasted budgets, regulated P&Ls and achieved targets consistently to stay on track with growth plans for the 172 Suites hotel with focused meeting space, $ 6 million in annual revenues and 160 team members.
* Challenged from day one to reduce ongoing operating losses, accelerated proﬁts by 70 % within one year.
* Improved productivity while downsizing payroll and operational costs by 36 %.
* Talent acquisition and management for 100 + internal/external placements.
* Enhanced business strategy, stimulated systems and procedures improving operational quality and team eﬃciency, while facilitating key food & beverage activities for the estate as the Food and Beverage champion for the India region.

Radisson Hotel Group

Gurgaon, India

General Manager 12/2012 to 08/2014

* Directed successful turnaround and achieved number one ranking in competitive set with positive variance of 5% in occupancy, 21% in Average Room Rate and 27% in RevPAR.
* Introduced innovative programs to increase employee loyalty and reduce turnover and maintained attrition rate of 21.4%.
* Designed modern recognition program which boosted productivity and improved employee morale and an engagement score of 97%.
* Overhauled company best practices, leading to signiﬁcantly boosted staﬀ retention rates and results on guest satisfaction index, employee engagement and quality performance review were among top 5 in Asia Paciﬁc.
* Task force deputation to Radisson Blu Ahmedabad as General Manager handling operations of 116 rooms hotel with large banqueting facilities and Food and Beverage outlets in upscale market of Ahmedabad.

Accor Hotels

Bangalore, India

Hotel Manager – **Novotel and Ibis Bengaluru ORR** 03/2010 to 08/2012

* Key member of pre-opening team of largest hotel (546 rooms) in South India at the time.
* Hired and trained dynamic team of 740 team members and retaining and motivating them through pre-opening phase.
* Complete responsibility as Country Manager for ISO certiﬁcation pan India Ibis hotels.
* Selected through robust assessment centre for International Hotel Management Program for Accor.

Accor Hotels

London, United Kingdom

Front Oﬃce Manager 09/2008 to 01/2010

Thistle & Guoman Hotels

London, United Kingdom

Guest Relations Manager 01/2007 to 09/2008

Marriott Hotels

Goa, India

Duty Manager 10/2005 to 01/2007

Taj Hotels, Resorts and Palaces

Mumbai, India

Guest Services Executive 10/2002 to 10/2005

The Gordon house Hotel

Mumbai, India

Duty Manager 09/2001 to 10/2002

IHG

Mumbai, India

Front Oﬃce Assistant 09/2000 to 09/2001

**Education**

Bachelor of Hotel Management: Hotel Management and Applied Nutrition 2000

Niraj College of Hotel Management & Catering Technology, Osmania University, Hyderabad, India

**Certifications**

Managing Strategic Growth and Leadership in Emerging Markets - Cornell University

**Personal Information**

Date of birth: 12th July 1980

Nationality: India

**Languages**

English, Hindi, Malayalam