

Rajeev Ranjan



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To redefine the norms set by the industry for the new millennium and set higher standards of performance for self and the organization represented. Conceptualize new strategies in client servicing based on prevailing market conditions, constructive contribution to the surrounding environment / society living in with a focus on relationship marketing

Core Competencies

Strategic Sales Leadership	Customer Service & Retention	Territory Management
Budgeting & Expense Reports	Market Penetration	Market Analysis
Marketing Program Management	Marketing Strategies	Interpersonal Communication
Financial Assessment	Channel/Stakeholder Relations	Team & Culture Building
Business Process Improvement	PC Skills	Microsoft Office Suite

PROFESSIONAL EXPERIENCES:

Lords Inn Zirakpur Chandigarh

General Manager

September 2022 – Till Date

Key Accountabilities:

- Design strategies to ensure total guest satisfaction
- Ensure highest standards of professional services to customers.
- Maintain and manage hotel equipment, infrastructure, inventories and other facilities efficiently.
- Initiate cost effective controls and revenue management techniques.

- Provide training for hotel staff in delivering care that meets the best standards and practices.
 - Hold regular briefings and meetings with all team members.
 - Develop strategies for organizing, staffing, planning and executing functionalities.
 - Prepare, review and assess monthly or periodic financial statements.
 - Respond to audits to ensure continual improvement is achieved.
 - A strong understanding of P&L statements and the ability to react with impactful strategies
 - Develop an annual business plan.
 - Act as a final decision maker in hiring a key staffs.
 - Ensure all decisions are made in the best interest of the hotels and management.
 - Responsible for legalization, Occupational Health & Safety Act, fire regulations and other legal requirements.
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⊕ Hotel Dara Royale, Amritsar	General Manager	July 2021 to August 2022
⊕ Mint Hotel Premia, Chandigarh	General Manager	July 2020 – June 2021
⊕ Humble Hotel, Amritsar	General Manager Sales & Marketing	July 2016 – April 2020

Key Achievements:

- Always been achieving Target within the budgeted cost & time frame
- Appreciated for client satisfaction
- Recognized for brilliant administrative aptitude & excellent hospitality skills
- Brand expansion like management and franchise

⊕ UNA Hotels Pvt. Ltd.	Revenue Manager	August 2012 – June 2016
⊕ Delphinium Technology Solution	Sales Head	Oct 2010 – July 2012
⊕ ShawMan Software Pvt. Ltd.	Pre Sales Manager	Oct 2008 to Sep 2010
⊕ Mudra Electronics Ltd.	Sales Manager	May 2005 to Sep 2008

EDUCATION

- ⊕ Degree in hotel management from IIBM, Patna. (2005)
- ⊕ Graduate from B.R.A.B. University Muzaffarpur. (2002)
- ⊕ Intermediate (10 +2) from B.I.E.C, Patna. (1997)
- ⊕ Matriculation from B.S.E.B, Patna. (1995)

Certification:

- ⊕ Diploma in Computer Hardware and Networking from Jetking, New Delhi.
- ⊕ MCP (Microsoft Certified Professional)
- ⊕ MCSA.(Microsoft Certified System Administrator)

PERSONAL DETAILS

Date of Birth : 02th Feb, 1980
Languages : English & Hindi
Address : 302, Jain Road, Mohan Garden, New Delhi 110059.