

BIKASH RANJAN PANDA

**BHADRAK,
(ODISHA)**

PIN - 756116

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INTRODUCTION:

I have been working within the hospitality industry for more than 9 years and have thoroughly enjoyed my responsibilities and opportunities to provide exemplary customer service. My experiences have made me very confident in dealing with people from family groups to the business sector and I am perceptive to their wants and needs.

I have learnt to empathize with the public and to be respectful of their cultural differences.

From the early days of my training to my current appointment it has always been my natural desire for excellence to take complete responsibility for hygiene, maintenance, cleanliness and training. My passion for perfection drives me to ensure guest requirements and requests are promptly and efficiently responded to achieve guest satisfaction consistently.

My technical skills and knowledge enable me to create helpful, friendly, prompt and personalized service to our guest. I have often achieved this in challenging situations and in environments with limited resources.

My experience of working has given me the abilities to cope with irregular work shifts, long hours and to work at a fast pace in a busy environment.

PERSONAL PARTICULARS:

NAME: Bikash Ranjan panda
ADDRESS: Vill- Katasahi PO- Signage Dist. - Bhadrak,
MOBILE: + (91)**9986885687**
DATE OF BIRTH: 05th May 1990
NATIONALITY: Indian
MARITAL STATUS: Single.
INTERESTS: Listening music

LANGUAGES KNOWN:

Languages	Speak	Read	Write
English	✓	✓	✓
Hindi	✓	✓	✓
Oriya	✓	✓	✓

EDUCATION:

Course	Institute	Board/University
BHM	Xavier college of HM	Utkal university
10+2	H.S.School Odisha	Utkal university
10th	Bhadrak high school	Utkal university

TRAINING AND ACHIEVEMENTS:

- ❖ 22 weeks Industrial Training from Welcome Hotel Grand bay Visakhapatnam in all the operational departments.
- ❖ Awarded as a best employee of the month from Hotel Aloft Whitfield, Bangalore in year 2018.

WORK EXPERIENCE:

Asst. Manager Operation – May 2021 to till now (Quess corp limited)

- **Managing Operation & Quality of North region for Quess Corp Limited.**
- Responsible for launching new programme for development of unit deployed employee
- Responsible for new site setup of various sector. (E.g. Retail, Corporate, Manufacturing and healthcare)
- Develop productive, profitable and achievement oriented working environment for employees.
- Responsible for address operational issues and concerns in a timely fashion.
- Responsible for educate operations team on best practices, company policies and service excellence standards.
- Responsible for oversee operational cost, risk and audit activities.
- Responsible for Training the employee on regular interval.
- Responsible for assist in interviewing, recruiting, training, performance evaluation, promotion and termination activities.
- Taking part in new unit Transition.
- Managing NABH, ISO audit for various sector
- Responsible for conducting Soft Skill Training
- Educate all level of employee. How to handle daily Operation.
- Coordinate with client in different operational issues and promotional activities.
- Responsible for giving Training upon Customer handing.
- Resolving query of customer on regular interval.

Aloft Whitfield Bangalore as Refresh Coach from 18th Sep2017 to 30April 2021. Reporting to- Executive House Keeper

- ❖ Help in training.
- ❖ Maintaining an inventory of fixed assets of the guest rooms.
- ❖ Supervise housekeeping staff while they are performing their duties
- ❖ Determine and process all guest complaints.
- ❖ Final Check all guest rooms are ready for arrival
- ❖ Assist guests with all questions and reasonable requests

Bengaluru Marriott Hotel Whitefield as Housekeeping Associate from 17th Nov 2014 to 20th Dec 2016

Worked in Le Meriden, Bangalore as a Room Attendant from 17th Jan 2017 to 09th Sep 2017.

- ❖ Making the rooms as per the SOP of the hotel.
- ❖ To keep guest corridor, Lobby, Back area clean all the time
- ❖ Collecting the laundry.
- ❖ Checks and secures the rooms
- ❖ Replenish amenities according to the operational standards
- ❖ Ensure security of guest rooms and privacy of guests

Declaration:

I hereby declare that all the above information provided by me is true to my knowledge and it has been furnished in my complete consciousness.

Bikash Ranjan Panda