HOTEL & PROPERTY MANAGEMENT PROFESSIONAL

RAMANA M V

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**SUMMARY**

A Seasoned Property Manager with over 5 + years of Fast Paced Onsite Property Management and 25 + years of Skilled at Providing Exceptional Customer Service and Bridging diverse relationships across client portfolios.

Adaptable, self motivated Leader with Excellent Communication and Time management skills.

Track record of achieving Exceptional results, Consistent with Organizational Standards while successfully developing others.

Effortlessly oversee the Maintenance, Office Administration, and day-to-day operations.

Skilled at Building Long lasting relationship with Tenants and Vendors to support Long term Property success.

Seeks out to seek opportunities beyond basics, improve process and increase Customer Satisfaction

Reliable Team Member, accustomed to taking on challenging tasks, dedicated to Business Success.

**SKILLS**

* Relationship building
* Strategic Thinking
* Contract Administration
* Facility Management
* Property Management
* Expense Control
* Leading and Managing Change
* Regulatory Compliance
* Task Prioritization
* Technical team management
* Building Inspection
* Creative Thinking
* Training
* Business Development
* Customer Service

**EXPERIENCE**

**08/2017 – PRESENT – PROPERTY MANAGER**

**CBRE SOUTH ASIA - HYDERABAD – TELANGANA**

* Presently as PROPERTY MANAGER for ITC RESIDENTS PARK (ITC LIMITED GUNTUR), managing 14 acres, 7 Lakhs Sq ft of Residential Property which houses 106 Premier apartments for Senior Level Managers and CEO’s.
* Managing and providing Soft Service to Sports and Utility Complex which has Indoor Swimming Pool. Cricket Ground, Lawn & Table Tennis courts, Badminton and Squash Courts, Library, Cards room, Gymnasium.
* Landscaping, Gardening and Horticulture.
* Security and Gate House Management
* Up keep and Planned Guest house Maintenance.
* Planning and Organizing of Cultural Events, Food Festivals, cafeteria and Restaurant management
* Frequent and Routine Inspection of Buildings, Equipments, Plant and Machinery, Roads and Pathways, Facilities, to Identify repairs and rectifications if any.
* Ensuring the PPM Schedules are strictly followed.
* EHS, LOTO, Workplace Safety Norms are strictly emphasized and Followed.
* Ensuring the Process implemented for timely collections of Utility Dues.
* Ensuring the implementation of all HR statutory policy & Procedure for ease and smooth man management.
* Identifying the Training needs and imparting the knowledge on the latest and changing global work culture.
* Motivation and Assessment of Managers and Task Level Teams to keep the operations effective and on-track.
* Led the team to maintain an effective SLA scores of > 90%.
* As a FACILITY MANAGER managing 5 Lakh Sq ft Office Space of ITC LTD., DIVISIONAL OFFICE, with MEP resources of 15.
* Timely AMC, Vendor Management for upkeep of all the Equipment, Machinery, WTP, STP,
* Effective vendor management a bridge between the client for an effective closure of bills, ensuring a productive, thereby enhancing customer satisfaction.
* Brainstorming with the Team for seeking Ideas for any innovations,
* Identifying the Building, surrounding, and the Property for any Functionality, Compliance and Quality Issues.

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**HOSPITALITY MANAGER**

**05/89 Till 2017**

**( 2006 – 20017 - POSITION HELD AS GENERAL MANAGER IN VARIOUS HOTELS)**

**(1980 – 2006 - VARIOUS TASK LEVEL AND HOD LEVEL IN HOTELS )**

**HOSPITALITY – HYDERABAD – TELANGANA**

* Created, developed and Implemented effective organizational strategy for hotel operations – FRONT OFFICE, HK, F&B, SALES AND Marketing.
* Preparing Operational Forecast, Budgeting, Competition Analysis to track the operational progress and adjust strategies accordingly.
* Conferred and co-operated with the Line managers effectively to ensure hotel activities effectively and profitably.
* Resolution of Guest Dissonance.
* Supported Leadership by Maintaining High standards and promoting Hotel and its services.
* Motivation and Assessment of Managers and Task Level Teams to keep the operations effective and on-track.
* Participating in Financial activities.
* Led the Line Managers, to develop their skills in enhancing the levels of customer satisfaction and interactions.
* Scheduled employees to maintain adequate coverage of expected business needs and customer demand levels
* Led the team to improve the Customer Satisfaction Scores

**EDUCATION**

**05/1986**: BACHELOR OF COMMERCE: COSTING & ACCOUNTANCY

ANDHRA UNIVERSITY – VISAKHAPATNAM – ANDHRAPRADESH

**COMMUNITY SERVICE**

* Served the COVID 19 Residents with Prepared food, Medicines, Fruits and Vegetables, delivering at their Door steps.
* Helped them in Transporting the Residents from, Hospital to Home.
* Ensuring the Safety of all Residents of the Park by implementing the Control measures of Disinfection spray of the entire campus, critical areas, Touch points, Elevators etc.,
* Converting a Flat for the purpose of Medical and Consultation room for Doctors, with Oxygen Cylinders, Basic Medical aid Facility,.
* Round the clock RTPCR testing facility for all the residents and the workmen.
* Speaking to the COVID 19 effected Residents and Employees for enhancing their confidence levels for speedy recovery.

**ACCOMPLISHMENT**

* Planned, Led and Implemented the cost saving methods for protecting all Electronic component Panels from moisture by introducing **“SPACE HEATERS**” with the help of Technical Team.
* Introduced and Implemented the concept of **“LIGHTS OPERATION USING TIMER**” for all the common area corridor and street lightings.
* Led and Implemented the **SOLID WASTE MANAGEMENT**, by collecting the Garbage, segregating, decomposing and filtering for the manure, selling the same to the Residents.
* Introduced the “**In house vegetable garden** “to cultivate Greens, and Vegetable, by converting the unused land.

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**LANGUAGES**

ENGLISH, HINDI: LEVEL OF PROFICIENCY – VERY FLUENT

NATIVE TELUGU: CONVERSATIONAL

TAMIL : CONVERSATIONAL