Akash Sharma



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# profile

# Coordinating As Assistant front office manager more than 2.5 years of experience working for high-end hotel chains. Diligent team player committed to providing exceptional guest services by directing staff, managing individual and group bookings and resolving common customer service issues. In-depth knowledge of hospitality industry and business administration.

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# Experience

VIVIDUS BANGALORE (108 keys) BANGALORE

Asst Front Office Manager May 2019 – Present

Job & Responsibility

* Implemented new training programs for administrative personnel on office operations and latest technologies.
* Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.
* Tracked and recorded expenses and reconciled accounts to maintain accurate, current and compliant financial records.
* Enhanced collaboration between team members by preparing meeting materials and taking clear notes to distribute to stakeholders.
* Always cross check and updated all OTAs and individual extranets and keep updates.
* Encouraged and mentored employees to boost performance and remove process inefficiencies.
* Protected staff and customers and minimized legal issues by quickly resolving safety issues.
* Recommended strong business plans, operational decisions and financial processes to support business sustainability.
* Enhanced revenue and gross profits by eliminating waste and maximizing customer satisfaction.
* Directed and motivated office staff to deliver exceptional internal and customer support in WIN HMS/IDS setting.
* Reduced customer issues by 90 % with introduction of surveys and questionnaires.
* Acted as point of contact for vendor collaboration for contracted services.
* Produced high-quality documents, spreadsheets and presentations for internal and customer-facing needs using MS Office suite.
* Drafted employee work schedules to fill coverage gaps.
* Supervised payroll corrections for accuracy and duplications.
* Organized international and domestic travel arrangements for up to 21 staff members, including all transportation and hotel stays.
* Interacted with customers professionally by phone, email or in-person to provide information and directed to desired staff members.

# **The Fern Residency Somnath (56 keys)** Somnath

Asst Front Office Manager Oct 2018 - May 2019

# **Grand o 7 (160 keys)** Ahmedabad

Sr Duty Manager Manager Dec 2017 - Sep 2018

# **Effotel By sayaji (180 keys)** Indore

Front Office Executive Apr 2017 – Dec 2017

# **Aakar lords INN (60 keys)** Saputara

Asst Front office Manager Jan 2016 – April 2017

# **NOORYA HOMETEL (SAROVAR HOTELS) (117 keys) PUNE**

Tr. Front Office Executive Nov 2014 - Jan 2016

# **Regenta Central (Royal Orchid)(58 Keys)jAIPUR**

Front Office Supervisor Feb 2013 - July 2014

# **Marc royal (44 KEYS) chandigarh**

Front Office Assistant Apr 2010 - Feb 2013

# **Cama hotel ahmedabad**

INDUSTRIAL TRANING July 2009 –Dec 2009

# Education

St merry's public High School **High School, U.P BoardScience stream 2005**

Jagdambha Inter college **Intermediate, U.P Board Science stream 2007**

A I H M Agra **3 Year BHM, Affiliated With Bharathiar University 2008- 2011.**

# Software Skills

Win Hms

IDS 4.2, 6.1, 6.5

Host Win

Power HMS

# Personal detail

Father’s Name Mr. Ashok Sharma

Date of Birth 12 May 1992

Gender Male

Marital Status Married

Nationality Indian

Higher Education B.H.M from AIHM Agra (Degree)

Area of interest Front Office

I Here By Declare That Information Furnished Above Is True to Best of My Knowledge & Behalf

Date – Thanking You

Place – (Akash Sharma)