**CURRICULUM VITAE**

**KAMALA KANTA PANDA**

**House No.62 , Ahalaya Appartment.**

**Mandarmoni Resorts Pvt Ltd ,**

**Near Sikhar chandi Temp,Pathargadia**

**Bhubaneswar (Odisha)**

**E-Mail:** [**kamalakantapanda447@gmail.com**](mailto:kamalakantapanda447@gmail.com)

**Contact no. : +91- 8463084317**

**Objective:**

To obtain a position that will enable me to use my organizational skills, educational background, and ability to work well with people as & earn appreciation for the same.

**Professional Qualification:**

**M.B.A** from the **Skimm Manipal University ,** Gangtok Skimm (2012)

**Specialization: *MBA Profile: Major***: Human Resource (HR)

Minor: Marketing

Degree of Hotel Management & Tourism hospitality sector from Biju Pattnaik College ,Utkal university ,Bhubaneswar ( 2009 )

**Academic Qualification:**

* Senior Secondary (XII) from Patitapaban Mahavidyala , CBSE Board, Saikul
* Secondary (X) from Jhadeswar High School, Cuttack Board, Ghasipura .

**Computer Skills:**

**Operating System**: Windows 95-98, 2000 professional, XP.

**MS-Office**  : Excel, Word, Power Point, Outlook Express.

**Internet Knowledge**: Net Surfing, E-mail, Web browsing etc.

Three months **RSCIT** computer course

**Training Experience:**

* Successfully completed 06 Months Job training at Welcome Heritage By ITC Hotel, Hyderabad.
* Successfully completed 06 Months Industrial Training At Ramoji Film City Hotel Sitara , Hyderabad .

**Work Experience:**

* Currently working in Sarovar Group of Hotels , Jaipur & Gujarat as Front Office Manager also in charge Operation Manager of from January 2018 to till now.
* Two year & Six Months experience in the Lords Plaza Hotels Jaipur ,(Lords Group ) as an Asst. Front Office Manager from October 2015 to May 2018.
* One Year experience in the Sayaji Group of hotels Bhopal , as an Asst. Front Office Executive & In charge of Duty Manager from October 2014 to May 2015.
* Two Year experience in the Butta Group of hotels Hyderabad , as an Front Office Executive June 2012 to September 2014.
* Two Year experience in the Sarovar Group of hotels Hyderabad , as an Front Office Supervisor June 2010 to May 2012.

**Responsibility :**

* Creates an operating environment that assures consistent guest satisfaction.
* Monitors the performance of the hotel through verification and analysis of guest satisfaction systems and financial reports. Initiates corrective action.
* Develops accurate and aggressive long and short-range financial objectives consistent with the Company's mission statement.
* Prepares financial reports for management that clearly explain operational effectiveness, trends and variances.
* Establishes and maintains a pro-active human resource function to ensure employee motivation, training and development, wage and benefits administration, and compliance with established labor regulations.
* Maintains an appropriate level of community public affairs involvement
* Executes marketing, sales, and operational activities, producing results that meet or exceed the hotel’s business plan.
* Ensures good safety practices of employees and guests, assisting in the maintenance of proper emergency and security procedures
* Establishes and maintains applicable preventive maintenance programs to protect the physical assets of the Hotel
* Executing policies for HR and employee welfare aiming towards development of human capital across the organization; coordinating in recruitment, selection, induction & orientation related process.
* Identifying future manpower requirement and designing plans for acquiring requisite skills and competencies.
* Overseeing all aspects of recruiting, right from understanding profile through Campus Interviews, Recruitment Consultants, Job portals and Advertisements; conducting wage and salary surveys.
* Lining up of interview and coordinating with higher authorities for selection & salary finalization.
* Implements and maintains effective open-door communication system that crosses departmental lines in order to reach all employees.
* Understands the government regulations affecting hotel’s operations, ensuring hotel is operated in compliance with all applicable laws, ordinances, regulations, and requirements of any federal, state or municipal authority.
* Deals with the general public, customers, employees, union and government officials with tact and courtesy.
* Plans and organizes the work of others.
* Accepts full responsibility for managing an activity.
* Other duties may be assigned.
* Star Report: Is your RevPar Index % Change positive? Is your % change in RevPar in line with the competitive set and the Market Track?
* Accounts Receivables: Nothing should be in the category “over 90 days due” without acceptable business justification.
* Daily Summary: Are you entering your DRS forecast on a weekly basis? Are you entering your monthly DRS forecast no later than the 20th day of each month?
* Guest Comment Scores: Are they above 95%?
* Audit: Did you pass your last audit? A “passing score” is 75 or higher.
* Signature Scores: The Company standard is equal to or better than 85%. How did your staff rate?
* A-1: Do you review your A-1 at the end of every month to look for trends in your Market segments?
* QAD Scores: CHOICE® brand properties are evaluated by Quality Assurance personnel in four categories: Cleanliness; Maintenance & Capital Improvements; Administrative; and Brand Identity. How did your property score in each of these categories?
* Sales Department Performance: Are you measuring your Sales Department’s performance by NEW REVENUE booked? Have you set goals for them?
* Employee Development & Performance Evaluations: Do you have action plans in place to help your employees meet their career goals? Do you know their career goals? Have all of your personnel been reviewed on time?

**Employee Relations:**

-Resolving employee grievances in a prompt manner and develop faith in employees towards the management.   
-Addressing employee queries regarding payroll, Attendance, HR Policies, Leave Details, timesheets etc.  
-Employee Benefits - maintaining leave records, Leave encashment, Medical Reimbursement, Medi-claim, Salary Advances, Employee Bonus & Employee’s birthday, Nurses Accommodation

**Extra-Curricular Activity:**

* Participated in various sports activities, G.K, Essay Writing.
* National Social Service (NSS)

**Key Strength:**

* Responsible and Reliable for the Work
* Punctual, Supportive and Hardworking
* Self-motivated, initiative, high level of energy
* Communication Skills

**PERSONAL PROFILE**

Father’s Name : Mr. Ramesh Chandra Panda

Mother’s Name : Mrs. Lilabati Panda

Date of Birth : 18th May

Nationality : Indian

Marital Status : Married

Hobbies : Reading, Listening music

Language Known : English and Hindi

Present Address : House No : 305 ,Galaxy Appartment ,joshipura ,Junagadh ,Gujarat -362001

# DECLARATION

Based on my academic knowledge and training experiences achieved, I would like to assure you that I will discharge my duties to the optimum satisfaction of the management in line with the given guidelines and rules set out by the management.

I hereby declare that the information provided above is completely true to my knowledge.

Place: Jaipur

Date: **(Kamala Kanta Panda )**