**Curriculum vitae**

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***Siddhant Kumar Kothari***

**Correspondence Address:**

**Lalgarh, Bikaner, Rajasthan**

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# CAREER OBJECTIVE

* I aspire to excel in my profession while contributing actively to organization mission, my perseverance for learning more combined with my confidential will definitely help in meeting various challenges at my workplace.

# PROFESSIONAL QUALIFICATION

* Completed 4 years Bachelor Degree in Hotel Management & Catering Technology from Jaipur National University, Jaipur (Rajasthan, India) in 2013.

# ACADEMIC QUALIFICATION

* Passed 10+2 from RBSE Board in 2009.
* Passed 10th from RBSE Board in 2007.

# WORK EXPERIENCE

# Working as a Customer Care Executive from 1st July 2020 to till the date with Teleperformance, Sitapura, Jaipur.

* Worked as a Duty Manager from 06th December 2018 to 3rd March 2020 with Saira Fort Sarovar Portico (59 Rooms), Jaisalmer.
* Worked as a Front Office Executive from 14th April 2016 till 05th December 2018 with Fort Rajwada (104 Rooms), Jaisalmer.
* Worked as a Senior Front Office Assistant from 19th March 2015 to 10th April 2016 with Eastin Hotel (140 Rooms), Ahmedabad.
* Worked as a Guest Service Associate from 03rd February 2014 to 25th January 2015 with Holiday Inn Express (140 Rooms), Chennai.
* Six Months Industrial Training from ITC Rajputana, Jaipur in All Major Departments.

# RESPONSIBILITIES

* Handling Revenue, Room Reservations & Front Office Department.
* Anticipate guest’s needs through observation and offer prompt, efficient service either personally or through effective communication with other associates.
* Motivate and train (including certification) all Guest Service Agents to attain the highest standard of excellence in service, attitude and monetary returns for the Hotel.
* Ensure that arriving guests are assigned ready rooms upon check in.
* Evaluate associate performances and analyze training and developmental needs
* Undertake other duties as required by the Front Office Manager and Hotel Management.
* Work closely with the Front Office Manager to achieve the maximum standards and best level of coordination in guest services to the comfort and well being of the guest.
* Report and manage incidents, accidents, loss and/or damage to person and property within the premises.
* Maintain vigilance over the security of the hotel and liaise with the Security department accordingly.
* Handle complaints and take necessary action to ensure guests satisfaction
* Ensure departmental supplies are maintained and ordered as required
* Monitor cleanliness and repair of Lobby, Front Desk and Back Office areas
* Works closely with Housekeeping for an efficient turnaround of rooms and room status.
* Ensures that all billing instructions are accurate and clear
* Review all in-house accounts to ensure correct room rates are charged
* Ensure that all associates comply with the grooming and uniform standards
* Conduct regular staff meetings/briefings & trainings to keep all associates informed.

# ACHIEVMENTS

* Awarded as “responsibility of the Guest Experience Champion” for the Hotel in the Year 2014-2015.( Holiday Inn Express Chennai)
* Participated and won certificates in various Sports Competitions.

**IT EFFICIENCY**

* Well Versed with IDS, Microsoft Word, Outlook, Excel, Power Point, and Internet Explorer.

# LANGUAGE KNOWN:

* English : Can speak, read &write
* Hindi : Can speak, read &write

# PERSONAL DETAILS

* Name : Siddhant Kothari
* Date of Birth : 23/11/1992
* Father’s Name : Mr. Ashutosh Kothari
* Permanent Address : Lalgarh, Bikaner.
* Gender : Male
* Marital Status : Married
* Nationality : Indian
* Hobby : Playing Cricket, Listening to Music.
* Email Id : [siddhantkotharikothari@gmail.com](mailto:siddhantkotharikothari@gmail.com)

# REFERENCE

* Mr. Mangi Choudhary, Front Office Manager, Saira Fort Sarovar Portico Jaisalmer (+917742211878)

# DECLARATION BY APPLICANT

* + I hereby declare that all above-mentioned information given by me is true and correct to the best of my knowledge.

# Date……………….

**Place....................... (Siddhant Kothari)**