



**ABHISHEK SHUKLA**

Kolkata, India



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#### CAREER OBJECTIVE

My goal is to transmit my enthusiasm, creativity and hard work into a position where I continue to provide strategic and tactical leadership critical to the development of the organization. To create value and recognition in the workplace by producing the best result for the organization along with continuous improvement in my skills and knowledge. I strive to be successful in all my endeavors in life.

#### EDUCATION

Bacholors of Science(Hotel Management)- ANIHM, Kolkata

Languages Known- English, Hindi, Bangali, Assamese

interests

Tritya sopan-in scouts & guide

#### CERTIFICATIONS

Bacholors of Science(Hotel Management)

#### WORK HISTORY

August 2019-Present **Training Manager**

**Oyo Hotels & Homes,  
Jaipur, Rajasthan, India**

- Assessing employee's existing skill set, talents, performance & productivity and preparing written evaluations with advise for improvement.
- Conducting training in all key areas-front office, housekeeping,
- Researching new training materials & supplies that will enhance training procedures and provide value to our employees
- On board new hires and assign them to training sessions
- Identify future training needs & create curriculum to facilitate that training.
- Communicate with internal teams for effective fulfillment of requirements.

July 2018-July 2019 **Assistant Front Office Manager**

**Marasa Sarovar Portico  
Rajkot, Gujrat, India**

- Handling & managing all customer relationships & activities.
- Verifying accurate room status information communication.
- Maximizing room revenue & occupancy following daily monitoring.
- Marinating and organized & comprehensive filling system with documentation of purchases, vouchering, schedules, forecast, report.
- Attending and solving issues related to service and other general concern.

Sept 2015-June 2018 **Duty Manager**

**The Chancery Pavillion, Bangalore, India**

- Operate all aspects of front office computer system, including software maintenance, report generation and analysis.
- Managing & training the concierge, night auditor & team of receptionists.
- Liasoning with internal departments for smooth function
- Troubleshooting emergencies

2014-July 2015-Feb

**Front Office Associate**

**Courtyard Marriott(Pre Opening),Bilaspur,India**

- Handling guest arrival & departures and controlling availability of rooms at the facility.
- Monitoring selling status of house- flash reports
- Attending and solving issues related to service and other general concern.
- Ensuring front desk provides a professional & friendly service to the guests.

Feb 2012-Feb 2014

**Mangement Trainee**

**Babylon Inetrnational,Raipur,India**

- Taking care of day to day administrative activities of organization.
- Managing basic arrangements for client visit& board meetings
- Procurement & inventory management-mainataing courier records
- Preparation of MIS

**KNOWLEDGE PREVIEW**

- Optimum Utilization of all resources
- Good Presentation Skills
- Primary & Secondary Research
- Proper Allocation of Market Strategies & Plans

**KEY SKILLS AND MANAGEMENT**

- Professional management skills
  - Meeting objectives
  - Planning
  - Identifying problems
  - Promoting solutions
  - Co-ordination
- Well-developed and Effective Communication skills.
- Excellent Team-Building Skills
- Leadership
- Adaptability
- Understanding Client's Requirements
- Pro-active

