**Angat Singh**

KR Puram, Bangalore, KAR-560036, INDIA • +91-879-281-0629 **•** [angat89@gmail.com](mailto:angat89@gmail.com)

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**KEY PROFICIENCIES**

* 10+ years of exclusive experience in the hotel and tourism industry
* Effective organizational, administrative and time management skills
* Skilled in building and maintaining good relationship with customers/guests
* Proficient in both oral and written communication skills
* Multi-tasking with ability to work under pressure and perform tasks under minimal supervision
* Boosted hotel booking by 25% via Online Travel Portals like Expedia, Booking.com, Agoda etc
* Proficient in various computer applications/software like IDS ver - Fortune Next V2.0.82, WIN HM/Hotel Logics/Lucid along with good command in MS Outlook, Word, PowerPoint and Excel

**SKILLS AND EXPERIENCE**

**Hotel Operations Manager**

1. Welcomes guests and fosters customer loyalty through his/her friendly manner, Develops high quality relationships with guests throughout their stay
2. Prepared reports of the daily activities of the organization along with Production Reports, Inventory, Occupancy and Monthly Sales Report
3. Coordinated with all other department like Food and Beverages, housekeeping, front office, maintenance etc. to achieved excellent customer/guests’ satisfaction
4. Performed the tasks of reporting to the Center Head in case of critical problems
5. Handling high level guests/conference hall bookings for meets and visits
6. Make report of financial performance of (Up selling, Room Revenue, Operation Auditing)

**Front Desk**

1. Making travel arrangements such as arrange travel schedule, reservations, tours arrangement, ticket booking, hotel arrangements, taxi booking etc. for Executives and Senior Executives level either through company agent or company travel portal
2. Performed all tasks of telephone handling and responded confidently to all the enquiries about the organization
3. Handled the responsibilities of ensuring that all the queries and complaints of customer are promptly attended
4. Performs the tasks of attending as well as answering incoming and outgoing call including Transferring respective calls to the concerned person of the departments
5. Monitor all floor executives to ensure maximum guest satisfaction thought personal recognition and prompt cordial attention from arrival through departure

**EMPLOYMENT HISTORY**

**Operational Manager Sep 2019 – July 2020**  
Sasya Homes [INA Elite Hospitality], Bangalore, INDIA   
  
**General Manager May 2018 – Aug 2019**  
Treebo Group of Hotels, Bangalore, INDIA

**Front Office Duty Manager March 2015 – May 2018**  
Shilton Group of Hotels, Bangalore, INDIA

**Front Office Executive Oct 2013 – March 2015**  
Shilton Group of Hotels, Bangalore, INDIA

**Hotel Executive Trainee Dec 2012 – Sep 2013**  
Radha Regent Hotel, Bangalore, INDIA

**Front Office Assistant June 2012 – Oct 2012**

Zip by Spree Hotel, Bangalore, INDIA

**Front Office Assistant July 2011 – June 2012**  
Lords Plaza Hotel, Bangalore, INDIA

**Front Office Assistant Jan 2011 – June 2011**  
Tridev International Hotel, Orissa, INDIA

**Industrial Trainee July 2009 – Jan 2010**  
Tridev International Hotel, Orissa, INDIA

## EDUCATION HISTORY

**Diploma in Hotel Management 2010**  
Orissa Institute of Hotel Management, Sambhalpur University, INDIA  
  
**Higher Secondary Certificate 2007**Kalyani Raya Maha Vidhalya, Orissa Board, INDIA

**Secondary School Certificate 2004**D.A.V High School, Orissa Board, INDIA

**PERSONAL INFORMATION**

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| **Date Of Birth:** | 22nd Oct 1989 |
| **Permanent Address:** | House No - E-1, Koel Nagar,  Rourkela - 769014.  Orissa |
| **Mobile No:** | 91 8792810629 |
| **Email ID:** | [**angat89@gmail.com**](mailto:angat89@gmail.com) |
| **Sex:** | Male |
| **Nationality:** | Indian |
| **Languages Known:** | English, Hindi, & Punjabi |
| **Hobbies:** | Listening to music and Surfing over the internet. |

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