

**Brijesh Sharma**  
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## **PERSONAL SUMMARY**

A energetic, talented and driven Operation Manager with a real passion for delivering a first rate service to guests and maintaining excellent relationships with them to encourage repeat business. Having a proven track record of running successful operations that nurture and grow the business, cut costs whilst at the same time maximizing profits. Possessing the experience and initiative to further bolster a hotel's reputation and commercial success.

Looking to join a reputable and exciting hotel group where I can progress quickly and have the opportunity to develop an enviable career profile.

## **CAREER HISTORY:**

**CLARKS INN KRISHNA VALLEY RESORT, VRINDAVAN UTTAR PRADESH**  
OPERATION & SALES MANAGER – Nov 2020– present..

**HOTEL BHARAT REGENCY, BHPOAL MADHYA PRADESH**  
OPERATION MANAGER –Jan-2016– Apr- 2020

**HOTEL PARKLAND, GREENPARK, DELHI**  
OPERATION MANAGER – August 2012-Dec-2015

**HOTEL OAKLAND, NEHRU PALACE, DELHI**  
FRONT OFFICE MANAGER– April 2008- July 2012

## **Duties:**

- Effectively managing the daily operations of the hotel.
- Making sure that guests have a good first and last impression of the hotel.
- Setting sales targets for staff and monitoring them to ensure that they are met.
- Recruiting staff, training them up and then monitoring their performance.
- Managing and setting room rates.
- Engaging and motivating staff to do better.
- Constantly focusing on profitability and growth.
- Identifying other revenue stream opportunities.
- Organizing conferences, wedding receptions and banquets.
- Launching local publicity campaigns and attending networking events.

## **Responsibility:**

Overseeing a team of staff and take responsibility for the smooth running of the hotel, it's occupancy levels and also its profitability. In overall charge of daily operations of all departments, from the laundry service all the way through to organizing corporate hospitality.

### **Professional Experience**

#### **Competencies:**

- Promoting a culture of continuous improvement throughout the hotel.
- Knowledge of health & safety regulations, food safety, licensing laws and cash handling.
- Having a solid understanding of all hotel functions.
- Ability to identify, understand and give priority to urgent issues.
- Familiar with financial reporting systems including cost control, stock management and P&L.
- Planning ahead whilst at the same time organizing short term activities.

#### **Personal:**

- Possessing a friendly personality and charisma to connect with a diverse clientele.
- Doing everything with the hotel customers in mind.
- Excellent presentation skills.
- Hospitality background.
- Adaptable and having a hands-on approach to running the hotel.
- Having a tenacious and 'can do' attitude.
- Spotting opportunities before others.
- Entrepreneurial mindset.
- Able to deal calmly with challenging situations.
- Self motivated and having a pro-active mindset.

### **Key Competencies and Skills:**

- Financial acumen
- Business management
- People skills
- Attention to detail
- commercially aware
- Guest satisfaction
- Influencing skills
- Event management
- Managing budgets
- Self motivated
- Cost control
- Optimizing performance

### **Academic Qualifications:**

**IGNOU, Delhi**

B.COM

2010 – 2013

**Allahabad University**

Intermediate

2008 – 2009

**N.O.S, Delhi**

High School

2006-2007

**Personal Information:**

Father's Name: Sh. Lakhan Lal Sharma

Mother's Name: Smt. Asha Sharma

Date of Birth: 3<sup>rd</sup> Feb 1981

Nationality: Indian

Religion: Hindu

Marital Status:. Married

**Brijesh Sharma**