

ARPAN RANI

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**Professional Profile**

I am enthusiastic and dedicated professional with experience in Hotel Operations, Educate and Training. An exceptional leader and motivate others to achieve targets, I can demonstrate a strong ability to manage projects from conception through to successful completion. A proactive individual with a logical approach to challenges.

Achievements

- Certification hygiene rating with 98.5% through FSATO (FSSAI)
- ISO Certification 22K through Intertek
- SNB Audit 2019-2020 Score achieved 95%
- Bureau Veritas Hygiene Audit of Post Covid-19 Protocols, 2020 achieving 98.9% score.
- Bureau Veritas Hygiene Audit of Post Covid-19 Protocols, 2021 achieving 99.5% score.
- Train the Trainer certified by Sarovar Hotels India Pvt Ltd.
- I Grow programme organiser at Club Mahindra Resort, Kandaghat.
- Employee of the month twice in Radisson BLU

Education

- | | |
|---|-----|
| • 10th Shalimar Model High School (P.S.E.B) | 65% |
| • +2 Shalimar Model High School (P.S.E.B) | 60% |
| • B.A. 1 ST year (Guru Nanak Khalsa College) | |
| • B.A. 2 nd and B.A 3 rd Year (Private) | 55% |

Professional

- M.B.A. in HR Core (Lovely Professional University)

Employment History

**Human Resource Manager, Hari Niwas Palace, Jammu
November 2022 – till date.**

- Design hiring plans for all hotel departments based on seasonal needs.
- Interview and assess job candidates.
- Manage compensation and benefits plans.
- Oversee employee attendance and working schedules, including paid time off, overtime and breaks.
- Onboard new hires
- Report on employee turnover rates
- Organize employee records, like contracts, paying special attention to work permits and visas.

- Implement employee retention programs (like end-of-season bonuses)
- Coordinate accommodation, catering and transport for our staff when necessary.
- Schedule trainings for all hotel employees (for example, customer service skills training)
- Act as the point of contact when employees have queries or job-related issues.
- Ensure hotel staff complies with relevant health and safety regulations.

**AM- Human Resources, Club Mahindra Resorts, Shimla
June 2019- July 2022**

- Responsible for all Internal and External Audits.
- Cluster ESOP-As a Company we are responsible for our community for that we have to do monthly activity. (Swach Bharat Abhiyan, Haralyi, Nanhi Kali and Responsible for renovation of one Govt. School).
- Weekly Departmental Briefings.
- Quarterly Organizing I- meet in the Presence of Cluster Head.
- Standards for Employees well being.
- Safety Standards.
- Covid-19 SOP's.
- Female Spoke for Himachal Cluster.
- Taking Care of emergency & Security Operations.
- Identified and recruited highly qualified talent via ATS, job boards, and personal networks.
- Maintained positive connections with all potential and placed talent.
- Planned and coordinated company events to promote engagement and unity.
- Distributed employee handbooks and pertinent materials.
- Created and implemented employee rules and guidelines.
- Managed virtual and onsite on-boarding and off-boarding.
- Helped to ensure employee retention by listening and understanding the desires and needs of employees.

**AM- Human Resources, Radisson BLU-Preopening Jammu, Jammu & Kashmir
October 2016-June 2019**

- Worked in collaboration with the senior project manager to define project goals and establish a timeline and plan to achieve them.
- Worked to ensure a positive and hassle-free Guest experience.
- Settled any project disputes in a professional and pleasant manner.
- Worked to ensure a neat and attractive environment for employees, and assisted in the setup of visual displays.
- Handled food with sanitation and safety in mind.
- Hired excellent HOD's with best service skills and a commitment to guest satisfaction.
- Organizing best learning through simulations for new Team Members.
- Simulation learning allows staff to practice critical work skills in a controlled environment.
- Provided optimal assistance to the General Manager and handled a variety of tasks.
- Served with extended help to all office staff including Accountants, Property Manager. Maintenance team and Broker.
- Worked closely with corporate legal team to ensure timely completion of administrative tasks.
- Ensured that all company HR procedures and guidelines are followed.
- Oversee employee benefits and compensation packages.

- Effectively planned future engagements and projects as needed.
- Monthly Audits for All HR related files.
- Handled team of five team members.

**AM- Human Resources, Royal Orchid Hotels-Preopening, Amritsar Punjab
November 2015- October 2016**

- Responsible for all Departmental Recruitments.
- Line up training schedule and Induction.
- Simulations for new team members.
- Worked on snag list as per the operations requirements.
- Worked on statutory compliance's for smooth operations.
- Organized daily departmental training with the HOD's.
- Responsible for daily, weekly and monthly staff activity.
- Worked on daily weekly and monthly HR-MIS.
- Trained security team also as per the security SOP's.

**AM- Human Resources, Express Sarovar Portico, Faridbad UP
March 2015- October 2015**

- Worked on Staff attrition.
- Closely worked on staff facility (Staff Food, Accommodation, Transportation, female safety. Uniform)
- Worked on Posh-Training programs for male and female staff.
- Worked on pending staff F & F. Statutory Compliance.
- Staff welfare activity. Talent Acquisition and selection.
- Performance Appraisals.
- Payroll & Leaves and Attendance.
- Worked so closely on Staff Grievance and responded with solutions.
- Responsible for staff induction and training programs.
- Responsible for campus Interviews.

**AM- Human Resources, City Heart Sarovar Portico, Ludhiana, Punjab
June 2012- March 2015**

- Looking after complete Personal & administrative activities like Attendance, PF, ESI, Bonus.
- Handling Salary and PTER
- Responsible for proper induction and simulations of new employees.
- Aim to create and foster sense of unity and safety among employees.
- Created a compliances log intended for management use each month
- Developed and implemented policies and codes that supported long term and short term goals.
- Distributed employee hand books and answer question and concerns.
- Organised and maintained employee records

**Executive HR, A' Hotel(A unit of Grewal Hotels Pvt Ltd) Ludhiana, Punjab
September 2009- May 2012**

- Looking after complete Personal & administrative activities like Attendance, PF, ESI, Bonus.
- Keeping Manpower data ready, maintaining records of attendance, leave, salary & wages.

- Introduce new HR policies and revision of existing policies.
- Ensured right candidate in right place.
- Organizing staff welfare activities like staff parties, Monthly birthday celebration.
- Coordinates & organize weekly training.
- Ensure timely submission of Monthly & yearly challan & Returns related to ESI, PF, Labour welfare etc
- Estimation & formulation of Manpower Planning.
- Preparation & Implementation Monthly Calendars.
- Payroll, Clearance & Exit Interview.
- Hiring of Trainees & Scheduling their Calendar.
- Arranging Monthly Staff Meets with GM.
- Joining Formalities (Filing, appointment letter, Issue of lockers, Bank Accounts, sending to induction, Name tags & uniform.
- Appraisals & Increment Procedure.
- Supervising of cafeteria's food & Hotel Discipline.

**Office Coordinator, GETIT Info Services Pvt Ltd, Ludhiana Punjab
December 2007- September 2009**

- Handling HR activities.
- Allocation and Distribution of funds.
- Assenting Management regarding company Policies, Fund an Assents.
- Providing assistance in recruitment and training.
- Handling TA/DA, Vendor and another branch Expense.
- Monitor collection as per marketing policy credit control of Advertiser regular information
- To make follow-up for Creditors cheques with Operation/ Accounts Dept. Delhi.
- Interaction with HO and AMC agencies for hardware and software Problems & security
- Monitoring the implementation of circulars issued by HO from time to time.
- To handle the Customer queries.

**Office Coordinator, Creative Line Pvt. Ltd. (Brand Name Guilt Jeans Inc), Ludhiana Punjab
August 2005- November 2007**

- Handling Customer queries
- Supervising the team day-to-day activities
- Completion of requisite documents to management.

HOBBIES

Watching Motivational Videos, Travelling, Listening Soft Music, Reading Books.

PERSONAL DETAILS

- Husband Name: Mr. Naveen Bhagat
- Date of Birth : 01st Jan 1984
- Marital Status : Married
- Nationality : Indian

- Language : English, Hindi, Punjabi
- Skype Id : arpanyadav5

Place: -Jammu

Date:

(ARPAN RANI)