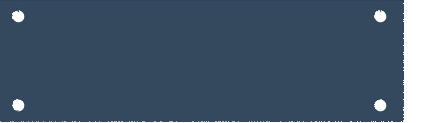
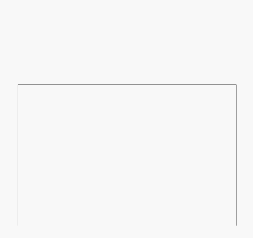
|  |
| --- |
| Profile Summary |
| Enterprising leader & planner with **over 3 decades** of contribution in streamlining operations, invigorating businesses, heightening productivity, systems & procedures in Hospitality domain. Managed entire gamut of **Operations, Quality Control, Event Management, Client Relationship, Team Management and Team Training & Leadership**. Proven track record of increasing revenues and streamlining workflow; efficiency in improving organizational effectiveness, business & image via customer and market focussed strategy development.  Exposure in working with **ITC Welcome Group for 20 years.** Worked with **ITC Maurya Luxury Collection Hotel** and in **Bhukhara** for 4 years across all F & B outlets of the hotel such as **Bali Hai, Jazz Bar, Dum Pukht, and Coffee Shop, Room Service, Banquets.** Experience in managing and **organising events, corporate and personal; organised destination weddings** and led various events. A **forward-thinking person** with strong communication, analytical & organizational skills; well organized with a **track record that demonstrates self-motivation & creativity** to achieve corporate & personal goals.  Academic Details |
| Bachelor of Arts from Moti Lal Nehru College, Delhi University, New Delhi in 1990  Diploma in Hotel Management from Institute of Hotel Management (PUSA), New Delhi in 1987 with First Division |
| Work Experience |
| **Now working with Amara Hotels & Resorts as Executive Officer, and looking after the six hotels pan India, (3 hotels), in Goa, Mussoorie, Manali and Dalhousie.**  **Looking after all the sales, monitor the operations, guest satisfaction, staff recruitment and etc.**  **Worked in Dubai as Director Operation in Hotel Sun and Sands  May 2019 to Dec 2019** |
| **Since Feb’18 working as a Management Consultant with Masters Hospitality Solutions (Delhi)** |
| **Jun’16 – Jan’18: Ark Hotel & Resort, Rudrapur, Uttarakhand as General Manager** |
| **Jul’15 – May’16: Awesome Farm & Resort, Faridabad as General Manager** |
| **Nov’14 – Jun’15: Millennium Hotel, Faridabad and Millennium Resort, Bhagola, Near Palwal as Group General Manager** |
| **May’14-Oct’14: ArkHotel & Resort, Rudrapur, Uttarakhand as Vice President (Operations)** |
| **Apr’13 – Apr’14: Clarksinn, Alwar as Resident Manager**  **Key Result Areas:**  Managing hotel operations such as Front Office, Room Reservation, Housekeeping, Kitchen, Purchase, Multi Cuisine Restaurant, Banquet, Bar, Room Service, Mini Bar, Security along with sales and marketing activities  Liaising with various government semi-government/public sector companies or corporate companies  Planning and organising parties & events; managing wedding arrangements and corporate events  Devising overall operations strategy and providing input on  customer services processes, standards and delivery against |



**NAGESH RAI SIKAND**

**Operations Management Professional**

 0129-4003009 / 09811118584

[nageshsikand@yahoo.co.in](mailto:nageshsikand@yahoo.co.in)

**Skype ID:** Nagesh Rai Sikand

Accomplished professional targeting assignments in **Operations Management / Administrative Operations / Facility Management** in **Hospitality industry,** preferably in **Delhi & NCR / Rajasthan / Chandigarh.**

# Core Competencies



Team Management

Process Improvement

Quality Management

Staff Recruitment & Training

Budgetary & Cost Control

Event Management

Key Account Management

Business Development

Operations Management

Soft Skills



Communicator

Collaborator

Motivator

Team Leader

Change Agent

Analytical

Logical

benchmarks and so on

# Career Timeline

|  |
| --- |
| organizations for business development  Analysing business potential and implementing plans to drive channels for attaining sales targets, supplementing turnover and achieved desired targets  Preparing monthly/weekly reports, showing the performance  of the business against the goals and submitting the same to top management  Leading recruitment, training & monitoring of team  members to ensure efficiency; determining staffing requirements, and conducting interview, hiring and training of new employees  Driving overall process improvements to increase inventory  turns, reduce cost, improve product yields, enhance quality, and build safety awareness  Previous Experience |
|  |
| **Dec’09 – Dec’13: Millennium Hotel, Faridabad (Two, Three Star Hotel) as Group General Manager** |
| Managed 5 acres Farm House for Banquet parties at Palwal. |
| **Apr’09 – Dec’09: Morgan Travel & Transport Corporation, New Delhi as General Manager-Operations**  Managed the fleet of 217 cars including Mercedes, Toyata Corolla, Lancer, Esteem, Ford, Opel Astra, Scorpio, Honda City /  Accord, Innova, Tavera & Indica along with managing 283 total staff including Drivers, Executives, Managers, |
| Assistant Managers and Sr. Managers. |
| **Apr’07 – Apr’09: Lakhani India Ltd., Faridabad** |
| Growth Path  Apr 07 – Apr’08 : Manager, Business Development  May’08 – Mar’09: Sr. Manager (Administration & PR Corporate) |
| **Mar’87 – Mar’07: ITC Maurya Sheraton Hotel & Towers, New Delhi at F&B (Bukhara)**  Growth Path  Sep’87 - Mar’99 : Tr. Captain  Apr’99 – Apr’03 : Executive - F&B Services May’03 – Mar’07 : Executive (Front Office)  **Highlights:**  Part of contingent stationed at airport to receive US President Bill Clinton’s delegation; awarded letter of appreciation by GM for the same  Worked in **Bhukhara** for 4 years, rated as 14thbest restaurant in the world, across all F & B outlets of the hotel such as **Bali Hai, Jazz Bar, Dum Pukht,** |
| **and Coffee Shop, Room Service, Banquets**  Managed diverse types of events in banquets and learned different types of hotel cuisine. |

**Management consultant with Masters Hospitality Solutions.**

**a**

**as**

**Feb’18**

**Since**

**working**

**Sep’87 – Mar’07: ITC**

**Maurya Sheraton Hotel & Towers, New Delhi at F&B (Bukhara)**

**Apr’07 – Apr’09:**

**Lakhani India Ltd., Faridabad**

**Apr’09 – Dec’09:**

**Morgan Travel & Transport Corporation, New Delhi as General Manager Operation**

**Dec’09 – Dec’13:**

**Millennium Hotel, Faridabad (Two, Three Star Hotel) as Group General Manager**

**Apr’13 – Apr’14:**

**Clarksinn, Alwar as Resident Manager**

**May’14 – Oct’14: Ark**

**Hotel & Resort, Location as Vice President (Operations)**

**Nov’14 – Jun’15:**

**Millennium Hotel, Faridabad and Millennium Resort, Bhagola, Near Palwal as Group General Manager**

**Jul’15 – May’16:**

**Awesome Farm & Resort, Faridabad as General Manager**

**Jun’16 –**

**Jan’18:Ark Hotel & Resort, Rudrapur, Uttarakhand as General Manager**

Trainings & Workshops

* Six Sigma
* Team Effectiveness Workshop
* Fire & Safety Workshop in

Maurya

* Sheraton Hotel
* Senior First Aid Course from St.

John

* Ambulance
* Johnnie Walker Bartender league

Personal Details

**Date of Birth:** 26th June 1965

**Languages Known:** English and Hindi, Punjabi

**Address:** House No. 46, Sector-15, Faridabad-121007, Haryana