Shiva Kumar Varadharajan//**Housekeeping Excutive**

Mappadugui (Po)Main road, Home no 4/9/

Maiyaladudurai (TK),Nagai.Q.Millath (DT)

Tamil nadu (State)

India (Country)

Contact No. 00919-943359661(India) at present

Email [vasivakumar009@gmail.com](mailto:vasivakumar009@gmail.com)



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| **Personal Data**  Nationality Indian  Religion Hindu  Date of Birth 09.04.1975  Material Status Married  Languages Fluent in spoken and writing in English, Tamil  Advance in spoken Malayalam,Hindi,&Arabic |

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| **Education**  Year-2009**Completed On Line Courses-(HILTON)18 no’s**   1. Hilton Complaint Handling 2. Journey Ambassador Traning-H113 3. International **ONQ** Pm150-Manual House Keeping 4. International **ONQ** Pm 010-Basic Skills 5. International **ONQ** Pm 160-Automated House Keeping 6. International **ONQ** Pm 170-General House Keeping 7. International **ONQ** Pm 180-Lost and Found 8. International **ONQ** Pm 020-Basic System Functions 9. International **ONQ** Pm 030-Basic Guest Functions 10. All Rooms Hilton Brand Service Standards Curriculum   Year- 2006 Diploma in Computer Application PCS Computers.  Palakad, Kerala, India  Year-2002 Diploma In Hotel Management course –Sopanam School  Of Hotel Management-Guruvaur,Kerala,India  Year-1990 Vallalar High School-Secondary School,Mayuram,India |

CV-1/3

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| **Professional Experience**.  Looking for EHK post  11th December 2018 to till Feb. (2024)**Cleaning company in charge{197 no’s cleaners 7 no’s supervisors}**  Gulf Asia Contracting and cleaning company// UAE  6th september2014to 1st Dec2018**Housekeeping in charge,**  Hotel Gazala, Palakad, Kerala, India  5thNovember 2006 to 6thAugest2014**Floor Supervisor**,  {**9 years**} **Hilton Hotel**,**Al Ain, Dubai, UAE**  (Having 252 Rooms including 70 Executive  Suites& Junior suites with 41 HK associates)  1st August 2002 to 5th September 2006 **Housekeeping In charge**  Hotel Gazala, Palakad, Kerala, India  28th April 2001 to 5th December 2001 **House boy**  Hotel Sopanam Heritage  Guruvayoor, Kerala, India  5th October 1995 to 31st March 2001 Houseman& Massager  Hotel Oriental Tower  Tnjavur, Tamil Nadu , India  t |

**Professional Highlights:**

At present working at UAE. Cleaning supervisor, Gulf Asia &RP Group of cleaning and contraction company .Located Ajman part of Dubai. Including the marketing about our company details and try to pick the new towers also as well..

* Planning, Budgeting, Organizing, Training and based on standard operation procedure. Follow-ups the chemical usages as a proper ways as well.
* Keeping a close liaison with other departments, Front office, F&B, Laundry, Engineering, and purchasing Departments.
* Setting & implementation of “Standard Operating Procedure” for the guidance of Housekeeper(Room Attendant, Linen room Attendant, Office coordinator)
* Maintaining personal Hygiene of staff and looking after the work hygiene. In addition to this regular on hand training to the Housekeeping staff to ensure standard service to the housekeeping assets. Taking inventory of linen & fix asset items when needed.
* Inspection of the guest rooms for-
  + Rooms supplies
  + Standard of maintenance work
  + Ensuring quality cleanliness of rooms
* Preparation of maintenance checklist and building and exterior inspection

Report of the room attendant & floor supervisors including public area.

* Assuring Guest Satisfaction & maintain SALT score(**Satisfaction and**

**Loyalty)**

* Handling guest complaints and satisfying their demands as per the

Availability of gadgets and supplies in an attempt to make them feel at

Home. CV-2/3

* Planning operational budged and capital expenditure budget year end

Coordinate with Finance department.

* Prepare & implementing Sop’s on job task
* Complies & monitoring ADTA ( Abu Dhabi Tourism Authority)

Requirements of cleanliness & maintenance

* Setting goals for supervisors & HK attendants for professional growth & improvement.
* Guiding & monitoring day operation along with supervisors to achieve housekeeping goals & challenges

**Familiarity with the Housekeeping Software**-

**Fidelio & OnQ** for the Housekeeping Management, Microsoft word, Excel, Power point for general Housekeeping works.

**Training Skills-**

* + - 1. Fire & Safety Security Training
      2. Be H.O.T (Hero on the Telephone) Training
      3. Job Skills Certification Train the Trainer (Training)
      4. Mastering the Art of Service Training
      5. Basic life support community CPR Training

**Certificate & Award-**

1. **Basic life support community CPR Training.**
2. **Training programme for the GYM BOREE**
3. **Best staff Housekeeping Awarded**
4. **2008- Al Ain International Aerobatics Air show**
5. **2010-Al Ain International Aerobatics Air show**
6. **Job Skills certification Train the Trainer**
7. **Mastering the Art of service Training**
8. **2008-Star Band Out standing Performance based**
9. **2009-Star Band on Positive Guest comments**
10. **2009-Star Band on Work commitment & Responsibility**
11. **2007-Star Band on Work Responsibility & Commitment**
12. **2007-Al Ain International Aerobatics Air show**
13. **2009-International Housekeeping Week**
14. **2007-International Housekeeping Week**
15. **Certificate of recognition-For Teamwork and support**
16. >>**Reason for leaving:**I have been working with Hilton Hotel and other Hotels with cleaning companies also.

Almost more than **18 years,**and achieved so many position/successes in my carrier. Now, I

Would like to share my experience, to develop in other Brand/properties except challenges. I guess, to motivate the carrier it’s necessary to move or to get experience in several Brand/properties. Therefore, I am looking forward for new job/carrier.

>>I am confident of my abilities to control & manage Housekeeping and cleaning operation is an organization I am aggressive in my dealings and believe in unswerving honesty in both my business and personal dealings. I am also a determined person who adapts will to new situation and enjoys and challenge. I remain,

**Siva Kumar varadharajan**

**Below I am given 2 no's references here.**

**1.**

**Mr Simon Fernandez**

**Gulf Asia cleaning company**

**Operations manager**

**Mobile :050 4481186**

**Email I'd:Simon.fernandes@gulfasia.com**

**2.**

**Mr kaleshkuniyil**

**Hilton /Radisson now Housekeeping senior supervisor**

**Mobile :050 6633729**

**Email I'd :Kalesh.Kuniyil@hilton.com**

REFERANCE FROM INDIA

Mr Gunasaker

Mobile .0091 7708871032

General Manger

Hotel Gazala

Palakkad

Kerala.