

CAREER ABRIDGMENT

A Digital Front Office Professional skilled in basic hotel and resort management procedures. Adept at guest relations and resolving customer service issues as quickly as possible. Specialize in anticipating needs as much as possible to minimize guest complaints and inconveniences. A dedicated, conscientious and committed individual with BA degree has over 18 years of Hospitality & Insurance industry work experience in the field of Front desk, Reservation, Sales, Marketing, Digital marketing and finance. Now poised for a new professional challenge to further develop and apply a high transferable skill set in a new role & entity.

PROFILE HIGH LIGHTS

- Hotel management Certified by Hilton World wide University.
- Digital Marketing Certified by Google/Digital Depak
- Sales & Marketing Certified by Bajaj Allianz Insurance Co Ltd
- Worked with international 5* properties in Middle east and India.
- Well experience in hotel income and night auditing.
- Ready to join Immediate effect.
- Able to handle hotel Digital marketing/Social media marketing.

KEY SKILSS AND QUALIFICATION

Digital

- Sound Knowledge in Advanced Digital Marketing Technique .
- Handled the company's online presence - regularly updated the company's website and various social media accounts and OTA Platforms.
- Working experience in creating website from the scratch (zero to Finalization) using Word Press CRM and knowledge in how to rank first page on Google search engine (S.E.O).
- Ability to handle company's design team to create a book of guidelines for proper design for social media.
- Working knowledge in making Social media template using CANVA Graphic design software for promoting social media campaign.
- You Tube influencer-With more than 1.3 k Sub and having 100 more videos of digital marketing Niche.
- Resume Writer- Prepared more than 100 resume for working professionals around the globe.

Hotel Operations.

Revenue Management

- Responsible for both strategic and tactical initiatives related to revenue maximization to set strategic direction, determines pricing, Evaluate price of competition and analyze economic trends.
- Create promotions, and explore new distribution opportunities. Manage and maintain group and Individual inventory controls.
- Develop, monitor, and adjust sales and pricing strategies, Provide critical analysis of strategies, room's statistics and demand factors.

Front Office Operations

- Handle with all type of online OTA promotions such as L.M.R, E-bird, all other special promotions which is directed by Hotel Manager.
- Ensures the smooth and efficient operations in the Front office department through prompt, Effective and proper hospitality service to achieve maximum room revenue in order to meet or exceed the revenue target.
- Hotel promotions, product knowledge, VIP arrivals, upcoming events and brief direct subordinates accordingly so that all front office staff are able to answer guest requests and questions.
- Understanding inventory management processes. Generating revenue reports.
- Extends full cooperation within and between other departments.
- Regularly updates data system for contracts, rates and agreements, guest/client information and other important information.
- Identifies training needs, plans training activities and oversees their implementation for all front office sections.



CONTACT



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EDUCATION

2003- Bachelor of Arts (M.G
University)Kerala

2000- H.S.E (Kerala Govt)

1998- S.S.L.C (Kerala Govt)

TRAINING

2021- Digital marketing By Google
2020- Advanced Digital Marketing
(Digital Deepak institute)

- Advanced Word Press
(just Web Info tech)

2019- First Aid (T.D.P.C Thekkady)

2012- Hotel Operation (Hilton Uni)

2008- H.S.E (P.D.O Oman)

SOFT WERE KNOWLEDGE

- Opera V5 & Micros M9700
- Extranet (All O.T.A)
- Wish net V6 and Touché
- On Q Insider V6 Hilton World wide
- Fiesta V.03 Front Office & N/Audit
- Hotelier 4 front office
- Hot soft front office
- M.S Office, Social Networking

PERSONAL DOSSIER

- Date of birth : 01st May 1982
- Nationality : Indian
- Driving licence : Valid Indian
- Passport : T3724721 valid up to 06 June 2029

LANGUAGE DETAILS

English	<div></div>
Hindi	<div></div>
Malayalam	<div></div>
Arabic	<div></div>

INBUILT AREA

- Creative problem solving
- Interpersonal skills
- Leadership abilities
- Team building and supervision
- Market research
- Communication skills
- Digital marketing
- Word press
- Social Media Marketing

EMPLOYMENT CHRONICLE

FRONT OFFICE MANAGER

Kofiland Resort Thekkady kerala | Aug 2019 - Till Reporting: General Manager.

Achievement:

- Handled Digital marketing And traditional Marketing,
- Controlling all OTA Integration procedure to obtain maximum revenue.
- Doing Social media optimization, and Social media Marketing. Creating Content for the promotion.

SALES MANAGER

Bajaj Allianz Life insurance Co LLC Kerala India| June 2015 - July 2019 Reporting: General Manager.

NIGHT AUDITOR

Hues Boutique Hotel Deira Dubai |Jan 2014 - April 2015 Reporting: Front Desk Manager/Finance Manager.

NIGHT AUDITOR

Hilton hotels & resorts Salalah Oman |Jan 2012- DEC 2013 Reporting: Front Desk Manager/Finance Manager.

NIGHT AUDITOR

Aitkin Spence Oman Hotels Oman|February 2009 - Dec 2011 Reporting: Front Desk Manager/Finance Manager.

RECEPTIONIST

Oman catering company Oman|Sep 2007 - Dec 2008 Reporting: Front Desk Manager.

FRONT OFFICE ASSISTANT

Abad Group of Hotels Cochin kerala |AUG- 2003 - SEP- 2007 Front office manager.

REFERENCES

References and certificate will be furnish up on the request.

Sreekumar. K