

SHUBHAM SHARMA

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OBJECTIVE:

To work at a rewarding position in an esteemed organization in order to enhance my personal and professional skills.

EDUCATIONAL QUALIFICATIONS:

- B.SC in Catering Science & Hospitality Management from Bharathiar University through UEI Global..
- Foundation Certificate in Hospitality Management from Hotel School The Hague (Netherlands) through UEI Global.
- Passed high school from C.B.S.E.

WORK EXPERIENCE:

- **Operational Team leader at FFM Company Qatar(Sep2023 to current)**

- **Housekeeping Team Leader at THE KHYBER HIMALAYAN RESORT GULMARG.(April 2022 to June 2023)**
- Responsible for supporting Housekeeping manager for smooth running of housekeeping department.

- **Duties**
 - Check rooms and common areas, including stairways and lounge areas, for cleanliness
 - Assigning housekeeping tasks to staff and inspecting work to ensure that the prescribed standards of cleanliness are met.
 - Evaluating, counseling, motivating and coaching employees.
 - Following all company and safety and security policies and procedures.
 - Reporting any maintenance problems, safety hazards, accidents or injuries to senior managers.
 - Organizing staff.
 - Report any hygiene issues and following up as necessary.

➤ **Control Desk Attendant at Radisson Blu Resort Dharamshala (Pre- Opening 22 March 2021 to 10 April 2022)**

- Handling the Guest complaints.
- Making the Departmental staff attendance and handling the Leave process.
- Receive and record all lost articles found in the hotel.
- Ensures the cleanliness and maintenance of hotel facilities, including guestrooms and all public areas, in accordance with health and safety standards.
- To answer the telephone as per hotel standards.
- Record every telephone call in a log book/database noting the action taken, who is responsible and whom the call was received by.
- Take key inventory to ensure all section keys/master keys are accounted for.
- Run an in-house guest list, rollaway/crib report, check-out list, from the Property Management System
- Verify room status.

➤ **Guest Service Associate at JW Marriott, Delhi in Housekeeping Department (17 Sep 2018 to 30 Jan 2020)**

- Making the guest room, and taking care of guest belongs.
- Ensure that to provide clean and hygiene atmosphere to the guests.
- Ensure that rooms are made according to the standards.
- Following the Covid protocols on regular basis.
- Guest Complaint handlings.
- Meet with the guest regards, feedbacks and do the wow touches in the guest rooms.
- Restocking beverages and food items in the minibar.

INDUSTRIAL TRAINING:

- I have completed my industrial training from The Leela Ambience Convention Hotel Delhi (6Months)
- Completed 2 Months Vocational Training in Front Office Department at ITC Grand Bharat Gurgaon.

ACHIEVEMENTS:

➤ Handling the International Match Event Services.

26/02/2022 India vs Sri lanka T20 Match

27/02/2022 India vs Sri lanka T20 Match

- Received Appreciation certificate from The Leela Ambience Convention Hotel Delhi, for training in the Food & Beverage and Food Production Department
- Appreciation letter from ITC Grand Bharat for training in The Front Office Department.
- Received Pre-opening certificate from Radisson Blu Resort Dharamshala (H.P)
- Representing Radisson Blu Resort Dharmshala on Brand Video

OTHER SKILLS:

- Team player and able to work individually without supervision.
- Love to work in multicultural work environment.
- Enjoy challenges and able to work towards making solutions through hard work.
- Punctual, co-operative, motivated, enthusiastic and very friendly nature.
- High customer service.
- Strong work ethic.
- Pro-activate mind, positive attitude.
- Passionate about work.

HOBBIES:

- Travelling
- Dancing
- Eating different kinds of food.
- Tracking

REFRENCE

Ms. Shikha Thakur

- Former HKM at Radisson Blu Resorts Dharmshala
- Former AHKM at JWMarriott Bangalore
- Email:shikha.thakur3012@gmail.com
- Contact: 9742324184

Ms. Supriya Sapkal

- AHKM at The Living Adventure by Accor (Doha)
- Former AHKM at Marriott Pune, India
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