



# ROBIN RANA

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## Work Experience

### **Ascot Hospitality /// Nov 2020 -> Now**

As Front Office Executive, Monitoring and supporting towards guest service and front office day to day goals. Ensuring exceptional customer service. Managing projects and policies. Supporting and handling of human resource activities.

Motivated and committed, approaching all the tasks and seizing opportunities to learn new skills in order to improve personal performance.

### **Radisson Blu, Dwarka///Jan 2019 -> Nov 2020**

Served as GSA in Food and Beverage, performed in fine dining restaurant, organised and served in Cabana parties , also shared my role in, cashiering, and maintaining work flow and operations in IRD

Got rewarded as 'Brand Ambassador of our beliefs'

### **Hilton Garden Inn, Gurugram /// July 2017 -> Nov 2017**

As Trainee, worked in all the four departments, overshadowed senior team members to learn all the related jobs, Increased the understanding by assisting in guest services. At the end made reports and presentation over the all the learning throughout the training.

## Education

Currently pursuing MBA from LPU-Distance

### **B.Sc. HHM /// 2016 -> 2019**

From Chandigarh University, where I've obtained more than 8 SCGP in total count.

### **School +12 /// 2014**

From HPBOSE in Physics, Chemistry & Maths and was part of NSS cadets team.

## Profile

A dynamic professional with 4+ years' experience in providing excellent customer service. Equipped with soft skills with experience in budget management. Driven and motivated to help organization thrive. Passionate about food-science.

## Expertise

- Knowledge of PMS and hotel reservation software.
- Experience with facilities Management and POS Software.
- Extensive knowledge of various OTA platforms.
- Maintained the good track record in revenue.
- Clear and Precise communication skills.
- Proven record of strong leadership.
- Excellent attention to detail.

## CERTIFICATES

- Food Safety and Quality Management by Openlearning.
- The fundamentals of digital Marketing by Google Garage.
- Lean Six Sigma White belt by MSI.