

## CURRICULUM VITAE

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### **OBJECTIVE:**

Seeking a position in a company where I can utilize my experience in order to better serve customers, help the service department to operate safely and efficiently

### **EDUCATIONAL QUALIFICATION:**

- [2006] 10th CBSE  
Hindi Higher Secondary School, Agartala.
- [2008] 12th CBSE  
Hindi Higher Secondary School, Agartala.
- [2012] B. Sc in Hotel Management  
Catering Technology and Tourism. Institute of Hotel and Restaurant  
Management, Kolkata. PTU under UGC

### **PROFESSIONAL EXPERIENCE:**

- Working as an Assistant Manager Housekeeping at The Ottera Hotel, Bangalore from 6th September 2022 till date
- Worked as a Deputy Housekeeper at Radha Regent, Bangalore from 1st March 2022 till August, 2022.
- Worked as a Housekeeping Executive at Radha Regent, Bangalore from 1st August, 2019 till 28th February 2022.
- Worked as a Hospitality Trainer for Housekeeping Department under ASDM (Assam Skill Development Mission), in Aastha Foundation from 06th February, 2019 till 27th July, 2019.
- Worked at Ginger Hotels from 11th May 2016 to 10th December 2018.
- Worked in Indigo as a Customer Service Officer from 24th September 2015 to 7th January 2016.
- Worked as a Housekeeping Supervisor at Taj Banjara, Hyderabad from 20th January 2013 to 30th May 2015.
- Undergone HOT program in Housekeeping from 20th January 2012 to 20th January 2013 from Taj Banjara, Taj Hotels Resorts and Palaces Hyderabad.
- Undergone 20 weeks of Industrial Exposure Training Program at GREEN PARK, Hyderabad.
- Casual Training is done by ITC SONAR, and HYATT REGENCY Kolkata

**JOB DESCRIPTION:**

- Responsible for heading all the housekeeping facilities to ensure a secure environment for the guests.
- Supervised the efficient working of housekeeping supervisor and room attendants
- Coordinated with the housekeeping manager in conducting the performance appraisal
- Received and acted on guest complaints and concerns relating to the state of their rooms and public areas
- Monitor sub activities for the department, maintain records of the expenses incurred and recommend ways to increase efficiency.
- Perform regular market surveys for new products and supervise all horticulture requirements.
- Responsible for making requisitions and handling Store.
- Preparing Month-end Reports as well as the Training Calendar.
- Responsible for handling the monthly procedure of client comment feedback system and creating process improvement plan.
- Preparing monthly inventory reports.
- Provide Knowledge transition and orientation training for freshers.
- Trained new employees for adapting to the hotel SOPs (standard operating procedures)
- Plan manpower requirements to achieve an efficient usage of labor, business needs and seasonal trends
- Conduct routine inspection of all housekeeping areas with other supervisory personnel.
- Responsible for scheduling regular spring-cleaning activities, performing audit for the assets acquired and ensuring compliance to all lost and found procedures.
- Manage all the inventory supplies, ensure compliance with all specifications, and prepare reports to be presented to management.

**COMPUTER KNOWLEDGE:**

- Proficient in MS Word, MS Excel.

**LANGUAGE PROFICIENCY:**

- English
- Hindi
- Bengali

**HOBBIES AND INTERESTS:**

- Listening to Music.
- Watching Movies.

**PERSONAL INFORMATION:**

- Date of Birth : 19th July 1990.
- Sex : Female.
- Mother's Name: : Mrs. Ruchira Sarkar
- Profession : Business

- **REFERENCE:**

Mr. Atanu Banerjee.

Learning and Development Manager

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**VASUNDHARA SINGH**