



# SUSHIL KUMAR

Targeting senior level assignments in **General Manager Operations & Sales Senior Management Level**  
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## Application – General Manager Sales OR Operation



### Profile Summary

- An achievement-oriented professional with over 17 years Plus Years experience and strong domain knowledge in Client Servicing, Overall Hotel Operations Management and Administration
- Skilled in managing diverse range of operations entailing F&B operations, sales & revenue, P&L management, costs control, and budgeting
- Expertise in **developing & streamlining systems with proven skill of developing procedures, service standards and operational policies**, planning & implementing effective control measures to reduce running costs of the unit
- Excellence in **establishing strategies and contributing towards enhancing business volumes & growth** and achieving revenue and profitability norms
- Expertise in developing operating procedures & service standards and managing procurement, inventory & food budgets with an eye on cost and stock control
- Managed a wide range of functions including menu and function planning, hygiene, health & safety and training & development of hotel staff
- Proficient in financial planning, budgeting, management reporting to achieve organizational goals and profitability norms
- Experienced in achieving the delivery of the highest quality of services & performance standards; providing thought leadership on all operational aspects, reviewing performance, systems and processes to ensure smooth and hassle-free operations
- Interacted with multiple levels of organization, management and staff
- Successfully achieved highest sale in F&B Department
- Developed promotional strategies to increase sales volume & achieve maximum customer satisfaction
- Rich experience in devising & implementing optimum initiatives to enhance business development and quality standards across all departments of the hotel
- Performance-driven professional with experience of augmenting business and introducing new innovative concepts, new menus ranging from new cuisines, beverages and delivering customer centric experience in conference & banquet
- Successfully built strategic tie-ups with leading online vendors for F&B, Accommodation, Conferences & Banqueting
- Developed strong market knowledge of existing and potential clients & ensured business growth opportunities aligned to company's strategic plans
- Played a key role in developing, implementing and executing marketing initiatives and activities for assigned brands including campaigns, events, corporate responsibility programs and sponsorships
- Team-based management style coupled with the zeal to drive vision into reality and motivate peak individual performances



### Core Competencies

- Strategic Planning of Revenue & Sales
- Inventory Management & Maintenance
- Food & Beverage Management
- Branding & Promotion
- Client Relationship Management
- Training & Development
- P&L Management
- Wedding & Social Function Specialist
- Budgetary & Cost Control
- **IT Skills**
  - Microsoft Office



### Professional Qualification

**2004-2008 Four Year Bachelor Degree of Hotel Management & Catering Technology from JPIHM Meerut Affiliated to UP Technical University Lucknow Uttar Pradesh.**

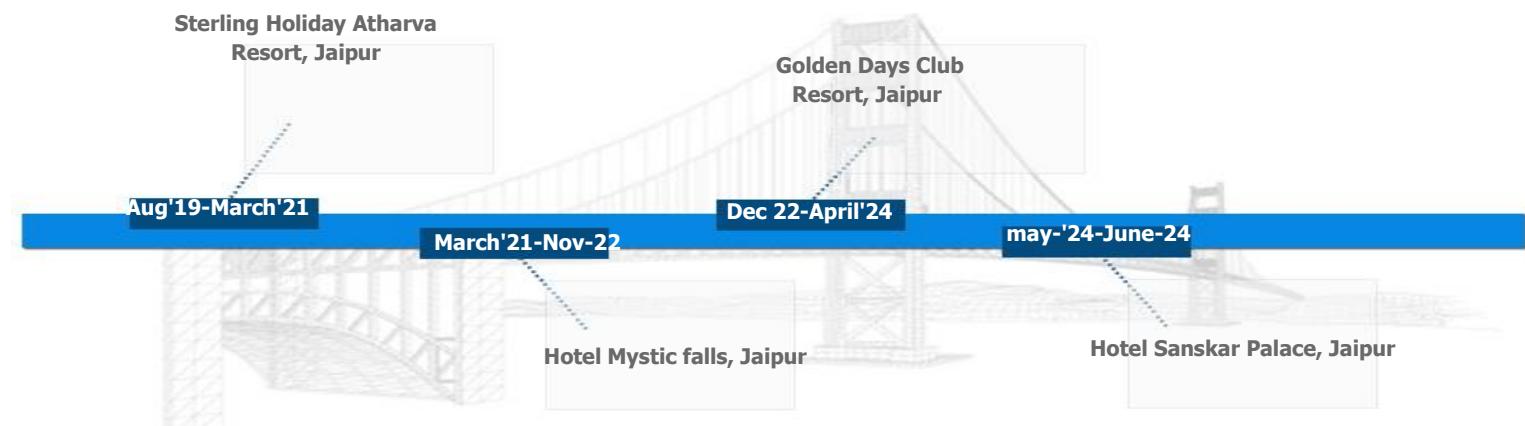


**Educational Qualification**  
**2001-2004 Four Year Bachelor Degree from Dr. B.R.A.U Agra Uttar Pradesh.**

## Key Result Areas:

- Establishing strategies, driving development and expansion in hotel based on current market trends
- Developing & implementing procedures, control systems for maintaining hygiene & quality standards; leading efforts for streamlining processes and generating cost savings in operations
- Implementing annual operating plan and strategic action plan to achieve the set objectives; maximizing GOP by cost effective measures while maintaining set standards
- Ensuring high quality services, resulting in guest delight and optimum resource utilization for maximum service quality
- Streamlining profitability of operations and supervising all aspects of hotel management including food & beverages, guest reception, front office operations, accounts & revenue to ensure compliance with quality & hygiene standards
- Interfacing with various departments for requisitions, re-stocking & inventory according to set standards, ensuring on-time procurement for the banquet facility & food items for the F&B department

## Career Timeline (Recent 4)



## • Work Experience

### Highlights:

- Increased sales volume and customer satisfaction through sales promotional strategies
- Ensured maximum customer satisfaction by closely interacting with in-house and potential guests
- Enhanced guest satisfaction by personalized service and implemented new procedures for smoother operations
- Monitored guest feedback scores to endeavor deliverable for guest satisfaction; analyzed monthly & annual reports

## **May'2024 -June-2024 Worked with Hotel Sanskar Palace Jaipur as a General Manager.**

December'2022 -April-2024 Worked with Golden Days Club Resort, Jaipur as a General Manager Sales & Operation.

March'2021-Nov-2022 with Hotel Mystic falls Mansarovar, Jaipur as a General Manager.

Aug'2019 –March'2021 with Hotel & Resort Sterling Holiday Atharva, Ajmer Road, Jaipur as sales Manager.

Fab'2017-Aug'2019 with Hotel Ompalace, Ajmer Road Jaipur as Sales Manager and got promoted as Operation Manager.

Sept'2015-Jan'2017 with Hotel Upper crest Dehradun, Jaipur as Operation Manager

Nov'2014-Sep'2015 with Hotel Lords Plaza, Jaipur as Asst. F&B Manager

Sept'2013-Nov'2014 with Hotel the Wall Street a Unit of UKM Group Managed by Concept Hospitality Pvt. Ltd as Asst. Manager Food & Beverage.

Jan'2011-Sept'2013 with Hotel & Resort Devigarh by Lebua a Boutique Hotels India Pvt. Ltd. Udaipur as F&B Supervisor

Dec'2009-Jan'2011 with Hotel Jaisal Villas a unit of JAH Developers Pvt. Ltd. Jaisalmer Join as F&B Executive a Pre- Opening Team F&B HOD.

Nov'2007- Oct;2008 with Hotel Bella Casa (ITC Fortune) by Welcome Group as GSA F&B Service

Jan'2006-June'2006 with Hotel Jaypee Palace, Agra as Industrial Trainee.

## **Personal Details**

**Date of Birth:**15<sup>th</sup> January 1985