

# CURRICULUM VITAE



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## OBJECTIVE

Rise to the top by enhancing skills, knowledge and my service abilities, to work in an environment. That values personal integrity and opportunity for continuous personal and professional Development.

## PROFILE

A highly energetic and driven professional with 07 years of experience in hospitality. A proactive individual in initiating and leading projects to enhance operational excellence, revenue and client satisfaction in accordance with brand, management and owner expectations.

## EDUCATION

- Bharat Public Sr. Sec School – 2015
- Govt. Secondary Education Date Completed: 2017
- Rajasthan University Graduation Complete -2020

## Skills :

- Property Management Systems - IDS, Opera Cloud, Ezee Absolute, Djubo

- Revenue/ Reservation Management Systems - TARS, Staah, Rate Gain, Axis Rooms.
- Feedback Management Systems - TrustYou, ReviewPro.
- Extranet portals of Online Travel Agents (OTA's)

### Work Experiences:

- **March 2018 to April 2021 - Front Office associate at Agroha Mount Abu**
- **June 2021 to April 2022 - Front Office Executive at Silver Heights Ahmedabad**
- **June 2022 to April 2023 - Duty Manager at welcome Heritage Ahmedabad**
- **May 2023 to Nov 2023 - Duty manager at Sarovar Hotels Ahmedabad**
- **Nov 2023 to Jan 2025 - Ass. Front office manager at sky imperial Hotels Nathdwara**
- **Feb 2025 to till date- Ass. front office manager at Grand uday Salasar**

### Duties and Responsibilities:

- • Ensure smooth check-in and check-out procedures.
- • Handle VIP guests, long-stay guests, and repeat clients.
- • Resolve guest complaints and service recovery promptly.
- • Maintain high levels of guest satisfaction and online review ratings.
- • Supervise and lead front office staff including reception, concierge, bell desk, and duty managers.
- • Conduct daily briefings and ensure the team is informed and motivated.
- • Schedule shifts, manage leave plans, and approve rosters.
- • Conduct regular training sessions for grooming, SOPs, upselling, and service excellence.
- • Promote upselling of rooms and services like transportation, F&B packages, and spa.
- • Monitor front office revenue and contribute to departmental targets.
- • Coordinate with sales and reservations for optimal room occupancy.
- • Maintain standard operating procedures (SOPs) and ensure adherence.
- • Conduct room inspections with housekeeping when needed.
- • Coordinate closely with other departments for guest satisfaction.
- • Oversee PMS (Property Management System) operations.
- • Ensure accurate guest data entry, billing, and night audit closure.
- • Train staff on software and tech-related updates.
- • Prepare daily front office reports and present them to the Rooms Division or General Manager.
- • Monitor and analyze guest feedback, RevPAR, ADR, and occupancy trends.
- • Handle documentation for lost & found, incident reports, guest history, and complaints.
- • Ensure front office staff are trained on emergency procedures.
- • Work closely with the security team for guest safety protocols.
- • Manage ID verification, guest privacy policies, and data protection.
- • Control expenses for stationery, guest supplies, and equipment.
- • Monitor laundry, transport, and other third-party front office-related services.
- • Promote hotel loyalty programs (e.g., Marriott Bonvoy, Radisson Rewards).
- • Build strong guest relationships to enhance repeat business.
- • Manage group bookings, VIP arrivals, and special occasions.
- • Coordinate with the sales & banquet team for events, weddings, and conferences.

Declaration:-I hereby declare that the information given above is true to the best of my knowledge and believe.

Thanking you

Dharmendra singh shekhawat

