

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

