**CURRICULUM VITAE**

****

**BALU.N.**

**SANDHYA DEEPAM, PRA-52,**

**PUTHUPPALLY LANE**

**MEDICAL COLLEGE.P.O.**

**TRIVANDRUM-695011**

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**Objective:**   Seek the Position of Hotel **FRONT OFFICE MANAGER/EXECUTIVE/SUPERVISOR**  
**SUMMARY:**   Top notch Hotel Front Office In- Charge with huge background in supervising and managing all aspects of the front office; performing daily monitoring of rooms inventory, rate and plan availability; ensuring adequate staffing levels for all departments, front desk, communication department, and night audit; developing and implementing training and development plans; managing department forecasts and budgets for both line expenses.

**Summary of Qualifications**

 Strong ability to solve problems - identifies and finds solutions.

 Excellent communication skills - both verbal and written.

 Excellent organization and time management skills.

 Remarkable interpersonal skills. , Excellent listening skills.

 Exceptional ability to work well in a team.

 Uncommon ability to adaptable easily and learn quickly.

 Enviable ability to multi-task, remain calm and professional    under stress.

 Exceptional ability to maintain a positive attitude, handle    conflict and confrontation.

 Proven ability to establish structure and discipline in a    department

**EDUCATIONAL QUALIFICATION**

* Degree (Pursuing )
* Plus Two St. Mary’s H.S.S, Pattom, Trivandrum
* S.S.L.C from St.Mary’s pattom,Trivandrum
* Diploma in hotel management From High Land Institute of Hotel Management,Trivandrum(Now Known as Air wing Academy)

**OTHER PERSONAL SKILLS & CAPABILITIES**

* Willingness to learn and grow
* Hardworking and dedicated
* Creative work ethics, able to work independently (or) as a participating member in a team environment.

**Front Office Manager**

* Create and produce reports as required.
* Coordinate schedules, payroll and expenses to meet or fall below budget.
* Participates in property initiatives.
* Ensure that guest data and management reporting is processed efficiently and accurately while maintaining proper security standards.
* Ensure that all accounting transaction and cash handling procedures are in compliance.
* Relive front office departments for breaks/lunches.
* Conduct regular monthly meetings with members of the Front Office and Communication Team to address current initiatives, projects and long term goals.
* Pro actively identify potential guest issues.
* Assist housekeeping in day-to-day activities.
* Recruit, hire, train and retain associates for all supervised departments.
* Develop monthly training items to foster development and cross training with other departments.
* Perform associate evaluations, provide coaching and development.

**WORK EXPERIENCE**

* Front Office Trainee in Uday Samudra Kovalam, Trivandrum (05 Star Resort & spa) (2006)
* Six months as a Front Office Assistant Trainee in The Elephant Court, Thekkady,Idukki,Kerala(05 Star Resort) (2006-2007)
* 02 Years &06 Months as a Front office Executive in The Ruby Arena, Medical college, Trivandrum.(03 Star Hotel) (2007-2010)
* 02 Years & 04 Months as a Rooms Division Manager in Hotel Adrak(A Division of AL-Adrak Ventures PVT LTD,MUSCAT,OMAN) (2010-2013)
* Currently working as a operation Manager in Dreamz Hotel (A division of Al-Manal LLC,UAE) Since-2013

**PERSONAL DETAILS:**

Name : BALU.N.

Father’s Name : M.A.NIZAR

Date of Birth : 18-10-1985

Nationality : Indian

Gender : Male

Marital Status : Married

Blood Group : B +ve

Religion & Cast : ISLAM, MUSLIM

Languages Known : English, Malayalam

Passport Details:

Passport No: M4446128

Date OF Issue: 19/12/2014

Date OF Expiry: 18/12/2024

**Software Known**

* Hot Soft, Soft Host,Le-Host

**DECLARATION**

I hereby declare that all above information’s are true and correct to the best of my knowledge and belief.

Trivandrum Balu.N.