

Dilip Kumar

Front Office Executive(Acting Duty Manager)



To associate myself with a growing organization and work in a challenging position and prove myself a diligent professional in a growth-oriented organization, I am seeking a position that leverages my achievement, skills, energy and talent to fulfilling the service-oriented expectations In hospitality sector as an ambassador in a dynamic organization and grow myself to a managerial position by efficiently using my skills and capabilities.

✉ profile.dilip@gmail.com

☎ 9311666009

📍 H No.72, Village Garhi Nagla Shyauram, Aligarh, India

EDUCATION

Bachelor's of Science Dr.Bhim Rao Ambedkar University

04/2013 - 06/2018

Agra

SKILLS

Upselling

Guest Handling

Problem Solving

OPERA PMS

Cashiering

WORK EXPERIENCE

Front Office Executive Marriott International

04/2017 - Present

Gurgaon,India

Front Office Executive with an affinity for helping people manage their problems, and naturally interested in coworkers' well-being. I offer my passion and commitment to be my primary contribution as an aspiring Duty Manager who specializes in Guest Handling and Problem Solving.

Achievements/Tasks

- Supervising front office operations including telephone operators and concierge.
- Successfully developed into a front office executive by enrolling into Marriott Development Academy.
- Managing overall profitability of operations by optimizing utilization of resources.
- Identifying deviations from brand standards and imparting staff trainings.
- Managing night audit operations.
- Highly skilled in cashiering.
- Handled rostering and shift planning.

Travel Desk Supervisor KTC India Pvt Ltd.-Crowne Plaza Today Gurgaon-An IHG Hotel

03/2016 - 04/2017

Gurgaon

Billing of travel desk operations at a 234 Key Hotel.

PERSONAL PROJECTS

Project Name

CERTIFICATES

Certificate Course in Office Automation & Internet
(05/2013 - 07/2013)

ACHIEVEMENTS

Awarded Care for Business (01/2021)

Awarded Care for Business (01/2022)

Awarded Care for Associate (02/2022)

Awarded Care for Guest (10/2021)

Awarded Care for Guest (09/2019)

LANGUAGES

Hindi

Native or Bilingual Proficiency

English

Native or Bilingual Proficiency

INTERESTS

Travelling

Listening to Music