

RESUME

GAGAN KUMAR

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Mahavir Enclave, Palam Raod, N.D-45



Objective:- To work in dynamic nature and challenging environment that provides ample opportunities to learn. Strengths about Hard working, ambitious and self-motivated. Most of them for Startup of chain of hospitality industries.

Education Qualification

2004- High School 12th Completed with 56% Marks from Govt. Boy S. Secondary School Janak Puri New Delhi.

2008-2009- Graduation (BA Pass) completed with 48% Marks from Delhi University.

Computer Diploma from Sterlite Foundation Janak Puri New Delhi.
Hotel Software Knowledge, Fedalio, IDS & HMS Power Brain.

2009-2010- Completed Post Graduate Diploma in Accommodation Operation in Hospitality Industry from IHM Pusa (Front Office & Hotel Operation).

EXPERIENCE

November 2005-Sep 2007 In Foundation for Peace and Sustainable Development (NGO) as a Typist (Hindi & English Typing) (working with study)

December 2007-Jan. 2009: In **Future Money** as a Credit Operation Executive, Roll: Documentation, Tele verification & Data Entry also. (Working with Study)

April 2009- May 2010:- Worked in The Taj Mahal Hotel (Taj Mann Singh) as a Computer Operator in Banquet.

May 2010 – Aug 2014:- Unit of Clark International Hotel Karol Bagh

Roll Front Office Manager:- Clark International Handling Guest, Checkin & Check Out, Reservation Everyday basis, Occupancy Chart, Coordinate with other All Departments, Night Audit Report & Reporting to Directors.

General Manager:- Clark Surya International Hotel for 011-2012. Handling all Operation of Hotel as well as Sales Call and Visit to PSU Companies & Travel Agents with Medical Tourism. Daily Reporting to Directors.

Operation General Manager:- The Allure Hotel GK1 for 2012-2014 Startup of building structures, developing room according Hotel Hospitality. Manage the all operation part of hotel room to banquet & kitchen.

Oct 2014-April 2015

OYO Rooms Assistance Business Annalists:- Roll Hotel Tie ups & Travel Agents Tip Up handling the 4-5 people team to Business development in South Delhi area. Sales Meeting for North India handling for big company tie-ups.

April 2015-July 2024

General Manager: - Goodwill Hotel GK1 Handling all Operation of Hotel as well as Sales Call and Visit to PSU Companies, NGO, Logistic Companies, Production House, Tie-up Hospital & Travel Agents with Medical Tourism. Daily Reporting to Directors.

July 2024- Currently Working

General Manager:- Heaven Hotels Pvt Ltd (Amara Hotel Gk1 & The JK Hotel CR Park) Handling all Operation of Hotel Coordination with all Departments, Major Roll in Front Desk handling, Billing, Night Audit, Room Status, Group Handling & Event Management.

Responsibility of Role of Hotel Manager

Currently I am working in Stay Residency as General Manager Operation Position to handling key role

Team Leading Front Desk Operation & Corporate Sales

Coordinates with All department

Day to Day Report Check

Check Billing

Check daily purchase

Reporting Daily Senior Management

Personal Details

Father Name:- Gulshan Kumar

Date of Birth;- 29/06/1984

Marital Status:- Married

Date

Signature