



HARSHIT DHAWAN

B-42/20, Double story,
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23/07/98

OBJECTIVE

Guest-oriented professional with a strong background in hospitality, seeking to take next career step in the field. Highly skilled in managing guest needs while quickly addressing and correcting issues to maximize guest experiences, accomplished in delivering world-class service to national and international guests while reinforcing hotel brand and increasing customer loyalty.

SKILLS

- Prepared to manage a variety of customer types, inquiries and complaints.
- Flexibility with varied shift patterns.
- Excellent Telephonic Manner.
- Maintain all stock levels daily, including ordering and rotating. Report any discrepancies to manager.
- Advance Excel (level 3)
- Familiar with all major modern softwares ie. showman pos , Opera reservation system , property management system , Opera cloud , Synxis etc.
- Familiar with merchant sites for all major OTAs
- Excellent with house inventory management
- Excellent Email Writing Skills

LANGUAGE

- English
- Hindi

EXPERIENCE

- Feb 2023 - Oct 2023** **Oberoi Hotels**
Supervisor Reservation Reconfirmation
- March 2021 - Feb 2023** **Oberoi Hotels**
Senior Reservation Associate
Promoted as supervisor in Feb 2023
- Sep 2019 - Nov 2020** **Taj Group of Hotels**
Food and Beverages Assistant
- Aug 2018 - Feb 2019** **Meritus Pelangi Beach Resort and Spa. Langkawi**
Trainee

EDUCATION

- 2020** **Bharathiar University**
B.Sc in Catering Science and Hospitality Management (Specialization in Culinary arts)
78%
- 2020** **The Hotel School ,Hague, Netherlands**
Foundation Certificate In International Hospitality Management
72%
- 2017** **CBSE**
Higher Secondary
86%
- 2015** **CBSE**
Senior Secondary
74%

REFERENCE

Smita Guleria - Deputy Manager Operations
Oberoi Hotels
smitaguleria@oberoigroup.com

ACHIEVEMENTS & AWARDS

Awarded as employee of the month.
Multiple appreciation letters form management.
Awarded as certified departmental trainer.
SDP certification form OCLD
Mixologist certification from multiply brands