

CURRICULUM VITAE



PANKAJ SHARMA

Ram Singh Colony, Sharma Niwas, Lower Dhalli
Shimla – 171012

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PERSONAL DETAIL

Father's Name : Sh. Hem ChandSharma

Mother's Name : Smt. GeetaSharma

Date of Birth : 04/05/1993

Height: 5.11

Weight : 59Kg

Vision : 6/6

CAREER OBJECTIVE

Expanding skills by sharing more responsibilities, using mine as well as team skill and capabilities acquired over a period of time for the growth of organization.

ACADEMICS

- Completed Intermediate from HP Board in the yearDec 2008.
- Completed Higher Secondary from HP Board in the year Sep2012 in NonMedicalstream.

PROFESSIONAL QUALIFICATION

- Completed Bsc. HHA from IHM Rayat Bahara University Chandigarh in 2016. Completed diploma in CCA in 2013.
- Completed Industrial Training from The Oberoi Wildflower Hall, Chharabra, Shimla in 2014 of 6 months.
- Completed Master degree in MTTM in the year 2019

INDUSTRIAL EXPOSURE

Hotel	Designation	Work experience	Year
Royal Tulip Kufri	Housekeeping Associate (GRA)	1 st July 2016	12 th May 2017
The Oberoi's Wildflower Hall Shimla	Housekeeping Associate (GRA)	15 th May 2017	11 th June 2019

Heritage Institute of Hotel & Tourism Shimla

- Worked with **Heritage Institute of Hotel & Tourism Shimla** as a **Assistant lecturer** of Front Office, Housekeeping, Tourism & HSRT, since Sep 2019 Till May 2021

Woodville Palace as a Front Office Manager (1st June 2021 to 31st Dec 2023)

1. Trains, cross-trains, and re-trains all front office personnel.
2. Participates in the selection of front office personnel.
3. [Schedules](#) the [front office staff](#).
4. Supervises workload during shifts.

5. Evaluates the job performance of each front office employee.
6. Maintains working relationships and [communicates](#) with all departments.
7. Maintain required [pars](#) of all front office and stationary supplies.
8. Review daily front office work and activity reports generated by [Night Audit](#).
9. Review Front office [log book](#) and Guest feedback forms on a daily basis.
10. Maintain an organized and comprehensive filing system with [documentation](#) of purchases, vouchering, schedules, [forecasts](#), reports and tracking logs.
11. Perform other duties as requested by management.

Trainer- Tourism & Hospitality:

- **Presently working With Labournet Services India Pvt. Ltd In RKMV Shimla as a Trainer- Tourism & Hospitality**

LANGUAGE PROFICIENCY

- Hindi
- English

STRENGTHS

- Meticulous by nature
- Hygiene obsessed

KEY SKILLS

- Computer
- Reservation System
Point of Sale(POS)

- Courteous Customer Service
- Excellent Verbal & Written Communication
- Team work & Multitasking
- Computer Skills

JOB RESPONSIBILITY

- Ability to handle guest request & queries promptly.
- Making a significant contribution to the success of organization. A Co-operative colleague and productive team member.
- Ensuring maximum customer satisfaction by interacting with In-house guests to understand their requirements and customizing the product and services accordingly.
- Taking care of Desk control operations and Mini bar inventory.

INTERESTS

Music

Traveling

DECLARATION

I hereby declare that all the details furnished above are true to the best of my knowledge.

PankajSharma

