

MAYANK GUPTA

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Profile

Experienced front desk agent with good knowledge of front desk and commercial skills acquired across a wide range of demanding roles within the hotel industry. Completed MSc. in International Business program from Coventry University. Now seeking to demonstrate my skills of developing and implementing the highest standards of hospitality and management practices.

Education

Year	Course	Name of the institution	University/Board
2018-2019	MSc International Business	Coventry University	Coventry University
2013-2016	Diploma in International Hospitality Management	International Institute of Hotel Management	International Institute of Hotel Management
2013-2016	BSc	International Institute of Hotel Management	Bharathiar University
2013	Class 12	G.D. Birla Center for Education	Indian School Certificate
2013	Fashion Designing	G.D. Birla Center for Education	Birla Institute of Liberal Arts and Management Sciences
2011	Class 10	Sujatha School	Indian Council of Secondary Education

Achievements

- Achieved bronze standard of the 'International Award for Young People' conducted by Duke of Edinburgh.
- Awarded Kalaratna Award in painting and first grade from Indira Gandhi Rashtriya Dyanpeeth in painting.
- Distinction certificate from The Police Academy of Andhra Pradesh on Police Commemoration Day.
- Gold medalist in housekeeping department from International Institute of Hotel Management.
- Assisted in the 50th FHRAI (Federation of Hotel and Restaurant Associations of India) Convention 2015.
- Assisted in the APJ Literature Festival, Kolkata 2016.
- Certified as Job Coach at the Mansion on Forsyth Park.
- Cutting down the stationery cost by 30% of the department by implementing and showing techniques to reuse paper.
- Nominated for employee of the quarter while working at The Mansion on Forsyth Park.

Experience

May2019-Currently – Working as Executive - Business Development at **Krystal School of Excellence, Kolkata.**

- Looking after digital marketing and tie ups with other admission partners.
- Assisting students with the admission process.
- Campus management and checking grooming of students regularly.
- Making course fee and course details if any new course introduced.
- Looking after training, internship and placements of students.

May2018-May2019 – Part-time Job at **Ramada Hotel, Warwick** (Started working as full time from 7th January 2019)

- Assisting guest during check-in and check-out.
- Guiding guest as a concierge and assisting guest with their requirements.
- Working with Fokus software and preparing different reports.
- Closely working with housekeeping on room status and changing room status in the system.
- Working with restaurant for booking tables.
- Helping in banquets as and when needed.

June2016-June2017- J1 Program at **The Mansion on Forsyth Park** (Autograph collection of Marriott), Savannah, United States

- Learning supervisory level task while attending guest and solving guest related issues.
- Making roster for the department.
- As a certified job coach giving training to the fresher's in the department.
- Motivated and encouraged the department in accomplishing the monthly goals.
- Assisting guest during check-in and check-out.
- Guiding guest as a concierge and assisting guest with their requirements.
- Working with Microsoft office and Opera for preparing different reports.
- Closely working with housekeeping on room status and changing room status in the system.

June2015-July2015 - Training at **Swissotel, Kolkata, India** in Housekeeping department (weekends and college holidays)

- Supervising cleaning of public area in hotel and rooms.
- Taking care of in-house guest needs.
- Leading the team of 8-10 house mates and distributing the work among them.
- Keeping record of chemicals used in the cleaning.
- Preparing reports like due out, housekeeping stayover rooms etc.

April2014-October2014 - Industrial Exposure at **The Salty Dog Cafe**, Hilton Head Island, USA

Trained in different areas of kitchen.

- Preparing kitchen for the dinner service.
- Cooking at various sections as needed and sending the food out.
- Supervised a team of 5 in banquet kitchen.
- Cleaning of various kitchen equipment's.
- Counting stocks and stocking them according to FIFO method.

Volunteer Experience

- Did casual training in various 5-star properties of Kolkata, India like; The Oberoi Grand, ITC Sonar Bangla, Hyatt Regency, The Park, Taj Gateway.
- During the internship at The Mansion on Forsyth Park, was involved in the re launching of the property after the hotel closure due to hurricane Mathew.
- Was part of Food & Beverage team due to shortage of manpower during the internship at The Mansion on Forsyth Park.
- Took up extra shifts at The Mansion on Forsyth Park for barista and server.
- Have also worked closely with housekeeping team by taking some shifts at busy hours.
- Assisted at wine tasting event at the Taj Bengal, Kolkata, India.

LinkedIn Profile URL: <http://linkedin.com/in/mayank-gupta-756aa097>