

# Curriculum Vitae

## Ramya Ranjan Rout

Pune | 8999772188 | [ramyaranjanrout@live.com](mailto:ramyaranjanrout@live.com)

### OVERVIEW

A proactive, ambitious, self-starter who has a positive attitude and the ability to multi-task in a deadline driven environment. Executing sales & marketing strategies to maximize the profitability of the organization, whilst at the same time maintaining high customer satisfaction levels. Very good at sourcing new business and corporate clients, following up on leads and converted them, and growing existing relationships.

Have worked with a wide range of corporate clients, encompassing roles in Room sales, Events & sales and Operations.

### Professional Experience

#### Ahuja Residency

Front Office Executive

January 2017 To January 2023

#### Oakwood Residence (Pune)

Senior Executive

January 2023 till date

### Job Responsibilities

- Handle large volume on incoming reservation calls with efficiency and professionalism.
- Make reservation, cancellation and amendments and answer questions on rate, hotel facilities, services and special promotions.
- Handling guest queries on day to day basis.
- Responsible for inputting group bookings, rooming list and billing for upcoming groups.
- Perform all duties in a professional manner and in accordance with company policies.
- Responsible for taking reservations and accurately inputting into the computer system.
- Handling both residential & non-residential events taking place at the hotel premises.

- Maintaining hotel relationships with key accounts.
- Generate new leads and drive business.
- Observing the market and identifying trends and develop new business leads
- Understand the competitive market place and implement approaches to ensure the hotel stays ahead in the local markets.
- Work within current business strategies and recognize potential opportunities.
- Communicate with all departments as required within the hotel.
- Report on a weekly/monthly basis to the management regarding the new business leads.
- Handled Residential guest's seminars, Wedding, Formal dinners & events.
- Primarily responsible for the day to day functioning of the front office. Handling both residential & non-residential events hosted at the hotel premises.
- To ensure that monthly sales are achieved and to increase the revenue by up selling the rooms.
- Acting as single point contact for the guest handling bookings and coordinating for details with the guest and ensuring smooth flow of the hotel operations.
- Anticipating guest needs and offering convenience essential for today's industry professionals.
- Building up customer relationship and developing a oneness relation.
- Ensures **rollover from** one business day to the next day.
- Reconciles all front office cash counters/accounts.
- Verifies posted entries to guest/non-guest accounts.
- Resolves room status and rate discrepancies.
- Generates several MIS reports along with the night audit reports.

## **Strengths**

- Well planned and organized
- Excellent time management skills
- Sincere hardworking and highly motivated
- Team Player with excellent interpersonal skills
- Extending courtesy towards customer and co-workers

- Continually striving for improved job performance
- Demonstrate ability to lead by example
- Flexibility to respond to a range of different work situations
- Ability to work under pressure and under own initiative

## Educational Qualifications

- BSc in Catering Science and Hospitality Management (3rd Year).
- Higher Secondary Education Council of Higher Secondary Education, Odisha (CHSC Board).
- Odisha State Board of Secondary Education (HSC).

## Personal

Address: Flat No – 301, 3 <sup>rd</sup> Floor, Royale Glen, Lane No -3, Nigade Nagar, BT Kawade Road, Pune, Maharashtra, 411001	DOB: 17 July 1991  Marital Status: Single
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## Hobbies

- Reading, museums, libraries
- Volunteering
- Camping & Mountain climbing
- Gardening
- Photography
- Traveling
- Stamp & Currency collection

I hereby declare that all the above information is correct and accurate. I solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge. I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge.