**PUNEET KUMAR**

**Mobile:** **+91-9911228658 ~** **E-Mail:** **puneet.kumar12345@gmail.com**

**SENIOR MANAGEMENT PROFESSIONAL**

**Specialized in Strategy Planning ~ Business Operations ~ Hotel Operations**

**PROFILE VALUE**

* **High impact leader and consultative strategic business partner with 16** years of experience in administering the overall operations of the hotel & catering and collaborating with the Purchase Managers, Vendors and Suppliers.
* **Recognised companywide for excellence in building long-term partnerships throughout all clients** and for creating effective tool to streamline processes, driving best practices and exceeding sales goals in services, sales and profit.
* **Garnered buy-in from stakeholders behind major initiatives while at the same time building credibility** and delivering on customer confidence; fusing entrepreneurial drive & vision to identify organizational strength/ weaknesses to redirect mission.
* **Transformed the underperforming operations by revamping pricing strategy, implementing effective promotional strategies,** fostering a strong ownership mentality amongst employees and developing a high-performance sales team
* **Track record of generating new business through strategic alliances** with key decision makers / partners in domestic market. Brought on high-profile accounts, closing agreements with comprehensive needs assessments.
* **Capability to develop systems, policies, and procedures and turn them into life** and action within the organization. changing culture through training and development is one of the key strengths
* **Proven leader with outstanding relationship building skills**, strong communication abilities & exceptional emotional intelligence that excels in matrix and hierarchical structures

**SKILL SET**

**Strategy planning Hotel Operations & Sales Customer Relationship Management**

**Quality Assurance Food & Beverage Operations Stakeholder Management**

**Training & development People Management Supply Chain Management**

**Key Accounts Management Vendor Management General Administration**

**EMPLOYMENT HISTORY**

**Oyo Hotels and Rooms Pvt. Ltd., New Delhi as General Manager (SOB) Since Oct’19**

**Celebration Group, Noida as Operation Manager 2017-2019**

**Golden Tulip Hotel (Louvre Groups), Delhi as F & B Manager 2015-2017**

**The Atrium Hotel, Faridabad as Banquet Manager 2013-2014**

**Parkland Retreat, New Delhi as Banquet Manager 2010-2013**

**Parkland Exotica Hotel, Delhi as Assistant Banquet Manager 2009-2010**

**Key Result Areas**

* Spearheading, formalization & implementation of market penetrating strategies across various verticals under assigned territory.
* Establishing strong relationships based on knowledge of customer requirements and commitment to value (value of counsel and expertise, value of solutions & value of implementation expertise)
* Determining company's mission and strategic direction as conveyed through policies & corporate objectives
* Developing and delivering comprehensive business plan to address customers’ & prospects’ priorities and pain points Driving sales best practices & customer satisfaction for securing repeatable business and expanding opportunities across named accounts
* Conceptualising strategic and operational sales plans that resulted in significant increase in overall sales and gross margin accountable for the budget and P&L
* Strategizing the long-term business directions of the region to ensure maximum profitability in line with organizational objectives in an effective manner.
* Administering duties within restaurant area in accordance with health, hygiene and safety regulations; ensuring the high quality services, resulting in guest delight and the optimum resource utilization for maximum service quality
* Implementing budget, managing variances effectively without compromising customer needs and holding the facility’s management team.
* Modifying the operational processes and procedures as per the performance reports in order to drive a consistent process strategy throughout operations focusing on continual improvement.
* Carrying out learning and development programs, customer exposure and involvement in operations initiatives in an effective manner.

**PREVIOUS EXPERIENCE**

**Hotel Park Plaza, Gurgaon as F & B Executive 2006-2008**

**Laziz Affair Restaurant, Location as Sr. Captain 2005-2006**

**Hotel Connaught, New Delhi as Sr. Steward 2002-2005**

**EDUCATION & CREDENTIALS**

* **Hotel Management in Coromandel institute of Hotel Management & Catering Technology from 1999 to 2002.**
* **B.A. Honors (Psychology) from VirKuwar Singh University, Bihar in 2000**

**TRAININGS**

* Completed 6 months Industry Training from ITC Welcome Group, Maurya Lok, Patna Was a part of football at university level
* Nominated for Rashtrapati Scout

**PERSONAL DETAILS**

Date of Birth : 10th February 1980

Languages Known : English & Hindi

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