**Varun Sachdeva**

Permanent Address: S-1101 Tower – S

VVIP Addresses Raj Nagar

Ghaziabad, UP 201010

**Email ID:** sachdevavarun328@gmail.com

**Contact no.** +91 7838636165

**Career Objective**

To maintain a high level of professional service in an organization by promoting

Self- development and confidence for achievement, as well as to nurture and grow myself professionally by aligning self-goals with organizational goals.

**Work Experience**

**Jazz Media (Since March 2018)**

**Facility Management Executive**

**Skills**: | Facility Management | Housekeeping Management | General Administration | Security Management | Operations & Maintenance | Reposting & Documentation | Resource Management | Team Management |

**Key Responsibilities:**

* Ensuring that the facility is operating as it should on a daily basis.
* Liaising with fellow executives and senior administrative assistants to handle requests & queries from senior managers.
* Allocating office space according to needs
* Manage the overall services provided within the facility.
* Use best business practices to manage and reduce operation costs.
* Responsible to manage the maintenance of the building by performing repairs or contracting maintenance services as needed.
* Accountable for excellent service delivery in team activities and the achievement of its aims and operational objectives ensuring continuous improvements are made.
* Support in development, co-ordination and management of the delivery of Soft Facilities management services, estate, landscaping services, window cleaning and cleaning services.
* Skilled in performing bookkeeping functions such as, receiving visitors, arranging conference calls and provides professions first point of contact for all the enquiries.

**Radisson Blu Kaushambi Delhi NCR (December 2016 till February 2018)**

**Guest Service Associate (Front Office) -** Directing the front office team in a 147 room property while helping to improve overall team and guest satisfaction.

**Key Responsibilities:**

* Provides excellent customer service by being readily available/approachable for all guests. Focusing on 100% guest satisfaction.
* Extends professionalism and courtesy to guests at all times.
* Takes proactive approaches when dealing with guest concerns.
* Responds timely to customer service department request.
* Ensures all team members meet or exceed all hospitality requirements.
* Maintain logs and ensure an effective follow-up system, check daily arrivals and monitor all VIP movement.
* Ensure that every guest has a pleasant stay by supervision of room allocation, smooth check-in and check-out.
* Co-ordinate operations with sub-departments such as Concierge, Bell desk etc.
* Responsible for the smooth functioning of the entire Front Office Department.
* Responsible for benchmarking of standards, developing standards of procedures and Policy & Procedure Manual followed by Front of the House staff.
* Responsible for upkeep and consistency in maintaining Average Room Rate generated through Walk-Ins and Free Individual Travelers.
* Ensuring current knowledge of key hotel and departmental targets.

**ITC Welcome Hotel Dwarka (June 2016 till November 2016)**

**Guest Service Associate (Concierge) –** Providing detailed information & assistance to the guests to achieve maximum guest satisfaction

**Key Responsibilities:**

* Helped guests in making restaurant reservations, hotel bookings recommending night life hot spots
* Booking transportation (e.g. Taxis, airplanes etc.)
* Coordinating with chauffeurs for day to day activities
* Maintaining daily transportation sales report
* Worked as an Airport Representative
* Leading bell desk
* Assisted guests for pickups & drops

**JW Marriott’s Mumbai (June 2014 till October 2014)**

**4 Months Industrial Trainee (All Departments). Learning Includes:**

* Observing the team handling by supervisors in all departments
* To help supervisor and Assistant Manager in guest handling on daily basis
* Direct interaction with guests regarding hotel services, provide assistance and respond to guest complaints
* Servicing and maintaining the guest rooms and replenishing stock as and when needed
* Work according to established health & safety guidelines. Kept the given area clean and hygienic

**Achievements:**

**Is a Certified Trainer of the Department as per the standards of Carlson Group of Hotels** – Responsible to ascertain and accomplish departmental training needs? Being a

departmental trainer making the training plan for the team after analyzing the training needs is a vital part of my job

**Rewarded with maximum Bravo’s-** Guest Recognition program

**Rewarded with Star IT of the year in JW Marriott’s Mumbai-** Industrial Trainee Program

**Worked as a hostel proctor during college for two years**

**Academic Qualification**

Graduate in B.sc from IHM Panipat in year 2016

Passed intermediate examination from Ryan International CBSE Board in year 2013

Passed High School from Ryan International CBSE Board in year 2011

**Personal Skill set**

* Communication
* Time Management
* Leadership
* Self-motivation
* Adaptability

**Professional Skill set**

* Proficiency in working on Opera. (Property Management System), MS. Outlook, MS Excel

**Personal Details**

* Father’s Name: Mr. Sushil Kumar Sachdeva
* Date of Birth: February 10th 1995
* Nationality: Indian
* Marital Status / Gender: Single / Male
* Languages Known: English, Hindi & Punjabi

Date

Place (Varun Sachdeva)