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Objective:

A challenging senior management position in the field of Hotel Management and Administration.

Qualifications:

Have worked in an international environment thus bringing together the best the East and West have to offer. I have been on the fast track with vast and comprehensive knowledge of the Front Office Operations, Housekeeping, Loss Prevention and Guest Services.

In-depth knowledge of working within budgetary guidelines. Deep understanding of Customer Service and Guest Assistance. Task Force member in pre-opening of new properties. Spearheaded the renovation and addition of rooms to a pre-existing property (Hilton Milwaukee City Center). Actively participated in converting the Wyndham Northest Chicago to The Westin Northwest Chicago.

Hands on knowledge of Housekeeping operations with special emphasis on associate relations, guestroom cleanliness, inventory and cost control.

Have maintained a 95% average score for the year in Hilton Room cleanliness inspection scores. Speak fluent English and a couple of Indian languages. Able to manage with conversational French. Computer literate with basic knowledge of Excel, Word and most windows based programs.

Work History:

October 2013 – Present

Title: General Manager

Platinum Hotel & Spa – (255 Units) – managed property by Marcus Corporation.

A condominium property off the Las Vegas Strip.

Managing the property as one would a regular hotel.

Primary focus on owner relations and top line revenues. Driving social media to keep the property ranked at 15 out of a total of 279 on Tripadvisor in the Las Vegas market.

Increased GOP to its highest percentile of 37.8%. Service scores remained above 60% and associate satisfaction survey was one of the highest in the company.

Built a lasting relationship of trust with the individual owners of the condominium units through transparency in revenue allocations for the units.

Instilled a culture of training, succession planning and growth trajectory for MIT's and entry level managers.

October 2012 – October 2013

Title: General Manager

Westin Columbus, Columbus OH – (183 Units) – managed property by Marcus Corporation.

Responsible for the overall operations of the property.

Primarily focused on creating a premier product for Starwood through a service culture that identifies the brand. Continued focus is on elevating the condition of the property and surpassing the service scores. Keeping a close eye and pulse on the union and its affect on the associates and labor relations.

Working closely with Sales & Marketing to generate incremental revenues through on-line portals and airlines.

March 2011 – June 2012

Title: Administrator

Monarch Village - Tarzana – CA

An ASL Independent Senior Living Community.

Managing the overall operations of this Luxury 112 unit (individual apartment) community (occupancy 94%) for seniors who are independent, able and can care for themselves with and without the assistance of 24 hr care. Coordinate with the Life Enrichment department to see that we have new, innovative and novel ideas to entertain our residents. Work with housekeeping to see that the residential units are cleaned to meet our exalting standards and helping with the resident laundry. Monitoring the operations in the Kitchen and Dining area to see that the service is above the expectations of our residents. Being innovative and making changes to the menu periodically so that there is a balance between constant favorites and specialty products that would enhance the dining experience.

Most importantly working closely with the marketing team to see that we work towards a full house and a waitlist by tapping all sources of business. Coordinating special events to market our product. Helping identify sources for outreach so we expand our referral base. Interacting with the local community and organizations that assist and interact with the elderly to garner prospective clients.

March 2009 – January 2011

Title: Corporate General Manager

Amogh Hotels Pvt. Ltd – Hyderabad – India

Was on a 2+1 year contract to Manage and Develop the company portfolio. Helped with the renovation plans of their existing properties and elevated the service standards, overall cleanliness and customer service aspect of their hotels and restaurants. Worked with the principals to see that we had SOP's in all areas of operation and that the staff was held to a high level of expectation to meet the needs of the world traveler. Worked closely with the Corporate team to acquire a 200 unit property for the company and assist with the property renovation and staffing needs.

May 2007 – February 2009

Title: General Manager

Hilton Crystal City – Arlington Virginia – (386 units) – owned by Columbia Sussex Corp.

Responsible for the entire operations of the property since it's takeover in June 2007. Was a new acquisition for the company.

Responsible for the renovations to the property to conform to the Hilton Brand Standards.

Major emphasis is on turning the property around to be a profitable operation with a higher ADR and occupancy. Working closely with the sales and catering team to achieve maximum return on investment.

August 2006 – May 2007

Title: General Manager

Sheraton Newark Airport – Newark NJ –(504 units) – owned by Columbis Sussex Corp.

Responsible for the entire operations of the property with heavy emphasis on customer service, profitability and yield management.

Responsible for the overall F&B operations. Achieved a 19.5% Beverage cost and a 29% food cost each month.

Assisted with recruiting staff, retaining and promoting an increased sense of belonging and elevated the morale of the associates and Managers on property.

Worked with the sales team in achieving their goals and assisting them with focusing on the budgeted ADR by working on the proper mix of business.

Achieved a 94% score on the starwood property inspection.

March 2006 – August 2006

Title: Hotel Manager

Wyndham Northwest Chicago – Itasca, IL - (408 units) -- owned by Columbis Sussex Corp

Currently reflagged as the Westin Chicago Northwest.

Responsible for the entire operation of the property with heavy emphasis on productivity numbers and achieving goals set forth by Columbia Sussex Corporation.

Played a key role in the renovation process to convert the property to be reflagged.

Grand Geneva Resort & Spa – Lake Geneva, WI, USA - (355 units)

The resort includes the **Timber Ridge Lodge-(220-units)** and **Marcus Vacation Club (Time Share)-124 units. Total-709 guestrooms, suites and 1 & 2 bedroom units.**

Wisconsin's premier resort located in the South East part of the state. Owned and operated by Marcus Corporation. The resort boasts a waterpark, 2, 18-hole golf courses, a spa, ski chalet, stables, its own airport, and time-share condominium units.

May 2004 – March 2006

Title: Director of Rooms

Responsible for the following departments: Front Office, Housekeeping, Guest Services-(concierge, bellstand and transportation), Reservations, & Retail outlets.

Maintained a 74.2% profitability in rooms division at the resort.

Responsible for forecasting group and transient rooms on a period-by-period basis to meet budgeted guidelines.

Actively participate in the strategic planning process for rooms division and put forth the budget for the following fiscal year.

Maintained a score of 85 on the Market Metrix Customer Service survey scores and a score of 84 on the Ritchie Report to date and continue to work at exceeding the Marcus average.

Consistently maintained a 4 diamond status for the resort, year over year.

Spearhead the weekly and monthly e-commerce meetings to develop, promote and update our web site to better utilize its potential to generate revenues and promote packages and special events on the resort.

Member of the task force team to open other properties owned and operated by Marcus Corporation.

Traveled to Jamaica to recruit international labor for the resort on a H1B status to cover the poor labor pool available in the area.

Spearheaded the purchase, presentation and conversion of the resort guestrooms to a new bedding program with high-end down bedding.

Actively participated in the renovations of the 2 retail outlets on the resort. Maintain, manage, change and develop the resort's shopping website through e-commerce initiatives.

Hilton Milwaukee City Center – Milwaukee, WI, USA – 730 Rooms

Largest hotel in the state of Wisconsin with an urban indoor waterpark. Located downtown and connected to the convention center.

January 2000 – April 2004.

Title: Director of Rooms – October 2002 – April 2004

Prior to the Director of Rooms position, which I have held since October 2002, I have worked as Director of Housekeeping from October 2001- October 2002, and Director of Front Office Operations from January 2000-December 2001.

Direct responsibility for the Operations of the Front Office, Reservations, Housekeeping, Loss Prevention, Concierge and Guest Services. Managed the divisional checkbook to meet forecasted numbers.

Responsible for a 50% flex to the bottom line in Rooms Division.

Budgeting Payroll and Expenses for a running 12+1 month period.

Responsible for the Strategic Plan for the current year and 4 consecutive years to forecast a 73% profit in the division with a 0.5% growth each year.

Responsible for all standard operating procedures in the division to meet Hilton standards.

Responsible for all Capital improvements within the division, from presentation of the Capital bid to completion of the project.

Handling all guest service issues related to the division.

Educational Qualifications

Master of Science (Hospitality & Tourism) – 1999

University of Wisconsin – Stout. USA

Master of Arts (Public Administration) – 1991

Osmania University. INDIA

Bachelor of Arts (Public Administration, Political Science, Sociology) – 1980

Osmania University. INDIA

Post Graduate Diploma in Hotel Management -- 1985
The Oberoi School of Hotel Management, INDIA

References: Available upon request.