

Pavan Rajput

E-mail:- pavankhichi@gmail.com

Mob:- 8878116568

Add:- 314 patnipura indore (M.P.)

PROFILE

To secure a challenging role in the hospitality industry where I can utilize my extensive experience and skills to ensure exceptional guest satisfaction. With a proven track record in delivering high-quality customer service and a passion for exceeding expectations, I am driven to contribute to the success of an organization and grow professionally in a dynamic environment.

Education

Shree Jain Swetamber Professional Academy Indore

Graduation :- BSc with computer

Year :- 04/2014 – 06/2017 INDORE, INDIA

Collaborated with a team of five students to design and develop a web application using HTML, CSS, and JavaScript, which significantly improved user experience and functionality, leading to a 20% increase in user engagement.

Bright career public higher secondary school Boda

BIOLOGY :- 12 TH

Year :- 04/2012 – 05/2013 RAJGARH, INDIA

Work Experience

Operation Supervisor

The red bean hospitality pvt ltd. (04/2020 – 04/2023 INDORE, INDIA)

Provided exceptional customer service by welcoming and assisting guests, ensuring their needs were met in a timely and professional manner.

Collaborated with team members to efficiently manage daily operations.

Demonstrated strong communication skills by effectively addressing guest inquiries, concerns, and resolving issues to ensure a positive guest experience.

Implemented and maintained high cleanliness standards, ensuring a clean and inviting environment for guests, while adhering to health and safety regulations.

Operations Executive

The brown crunch hospitality pvt ltd (04/2023 – 07/2023 INDORE .(M.P.), INDIA)

Led a team of 15 operators to achieve and exceed production targets by implementing streamlined processes and performance metrics.

Orchestrated daily operations, including scheduling, inventory management, and quality control, resulting in a 20% reduction in downtime and a 15% increase in overall productivity.

Trained and mentored new hires, resulting in a 30% decrease in onboarding time and improved employee satisfaction.

Implemented safety protocols and conducted regular safety audits, resulting in zero accidents and compliance with industry regulations

Skills

- Customer Service
- Professional
- Communication
- Professional