



Contact Details

Doha, Qatar  
Mobile: +974 70218909  
Mobile: +91 7032430610  
Email: skpatnaikudi@gmail.com

\*\*\*\*\*

Skills

- 17 Years of Experience: Expertise in Front Office, Personnel Management, General Administration, E-Commerce, and Sales & Marketing.
- Analytical Expertise: Strong skills in analyzing client objectives and performance metrics.
- Leadership & Team Building: Proven track record in leading teams, business development, and driving growth.
- Operational Proficiency: Skilled in managing sales, operations, and optimizing performance for maximum efficiency.
- Windows XP
- MS Office (2003 & 2007)
- Photoshop

\*\*\*\*\*

Education

- Bachelor of Law (1997-2000) Berhampur University, Odisha
- B Sc. (1992-1995) Utkal University, Odisha

\*\*\*\*\*

Santosh Kumar Patnaik

To apply my 17 years of experience in sales, operations, front office management, hotel reservations, and revenue management to drive excellence in guest relations and operational efficiency within the hospitality industry. My goal is to enhance organizational performance and guest satisfaction by leveraging my extensive expertise and strategic approach to maximize revenue and streamline operations.

EXPERIENCE

Operations Manager Feb 2024 - till date

THE CASTLE PREMIUM HOTEL, Doha, Qatar

Experienced Operations Manager with a proven track record in overseeing operations for multiple hotels. Seeking to leverage my expertise in managing hotel functions, optimizing processes, and leading teams to enhance guest satisfaction and operational efficiency.

Job Responsibilities

- **Hotel Operations:** Managed daily functions for 3 hotels, ensuring efficiency.
- **Team Leadership:** Directed and developed a team of 12 staff.
- **Process Optimization:** Improved efficiency by 100% through streamlined operations.
- **Financial Management:** Achieved good revenue growth through effective budgeting and cost control.
- **Customer Service:** Enhanced guest satisfaction with improved service.
- **Compliance:** Maintained adherence to health, safety, and regulatory standards.
- **Inventory Management:** Optimized stock control and vendor relations.
- **Strategic Planning:** Executed strategies to meet business goals and improve performance.

Business Process Manager (Global) 3July 2019 - Jan 2024

BID MY STAY INDIA PVT. LTD. India

Experienced Business Process Manager with a proven track record in optimizing processes and leading teams of up to 25 staff in the online travel agency sector. Seeking to leverage my expertise in process improvement, system integration, and customer experience management to drive operational excellence and enhance business performance.

Job Responsibilities

- **Process Optimization:** Increased efficiency by 100% through streamlined booking and operations.
- **System Integration:** Enhanced data management by integrating booking systems with CRM.
- **Data Management:** Improved processes and satisfaction by analyzing performance data.
- **Quality Assurance:** Ensured high booking accuracy with quality control measures.
- **Team Leadership:** Boosted productivity by managing and training a team of 25.
- **Compliance:** Adhered to industry regulations and data protection standards.
- **Customer Experience:** Increased positive feedback through improved service strategies.
- **Vendor Management:** Optimized supplier relationships and contract terms.
- **Process Documentation:** Standardized practices with updated process documentation.
- **Technology Utilization:** Enhanced efficiency and engagement through tech and automation.

General Manager Sep 2017 - Jun 2019

Pirate Fish Foods & Beverages Pvt. Ltd. India

Results-driven General Manager with extensive experience overseeing bar and restaurant operations, leading a diverse team of 55 staff, and delivering exceptional guest experiences. Seeking to leverage my expertise in operations management, team leadership, and strategic planning to drive growth and operational excellence in a dynamic hospitality environment.

## **Personal Information**

Date of Birth: 7th July, 1975

Father's Name:

Sri B. Bijay Kumar Patnaik

Mother's Name:

B Bhagyalaxmi Patnaik

Sex: Male

Marital Status: Married

Nationality: Indian

Passport No.: B7608842

UAE Driving License: 3713792

\*\*\*\*\*

## **Language Known**

English, Hindi

\*\*\*\*\*

## **Job Responsibilities**

- **Operations Management:** Oversee daily bar operations, staff, and customer service.
- **Financial Management:** Manage budget, track revenue, and prepare financial reports.
- **Inventory Control:** Handle stock management, ordering, and vendor relations.
- **Staff Management:** Recruit, train, and evaluate bar staff; handle scheduling and performance.
- **Marketing:** Develop and execute marketing strategies and promotions.
- **Compliance:** Ensure adherence to regulatory standards and safety procedures.
- **Quality Control:** Maintain high service standards and enhance customer experience.
- **Strategic Planning:** Identify growth opportunities and set performance goals.

## **Executive (Revenue & Reservations)**

**May 2014 - Aug 2017**

### **La Villa Hospitality**

- Managed hotel operations and increased OTA revenue by 100%.
- Produced forecasts, budgets, and led revenue meetings.
- Handled OTAs, achieved 100% occupancy, and improved OTA revenue.

## **Area Manager**

**April 2010 - April 2014**

### **Udi Foods & Beverages Pvt. Ltd.**

Udi Foods & Beverages Pvt. Ltd was founded in 2007 by Mr. Vikas Passaray. Situated in Jubili Hills, Hyderabad. The Concept was simply create cozy environment that was well suited to have great conversations, served quality freshly cooked meals and the different cultured food selections. Now there are two restaurants runs under the Udi foods. One is Little Italy which is completely Italian culture vegetarian food restaurant and another one is So Food & More which is European continental non-vegetarian food restaurant. Also oversaw two restaurants, managed a team of 70, and handled cost control and sales targets.

## **Manager (Operations)**

**Oct 2008 - Mar 2010**

### **Pacific Marine Academy**

The Academy is being started by three visionaries who have the passion to mould the future of students in the shipping industries. Pacific marine Academy is one of leading Govt. Registered. Academy in Merchant Navy Training Academy, which offers a different Kinds of Pre Sea Training and Place them in Global wide.

- Managed student services and marketing, led a team of 15.

## **Asst. Manager Sales**

**Dec 2007 - Sep 2008**

### **Trendyworks Web Services Pvt. Ltd.**

Trendy works web services pvt. Ltd. is one of leading private limited company in web site designing companies, which offers a different range websites for different types business people and also individuals.

- Developed sales strategies and managed a team.
- Handling a team of 2 team leaders having 5 marketing executives in each team and helping them on sales closing.

## **Business Development Executive**

**May 2007 - Nov 2007**

### **Indiacom Ltd.**

- Managed client meetings and sales presentations.
- Meeting with the clients of the major segment briefing product and closing the sale.
- Identify new business.
- Designing the sales presentations and manipulation for renewal client.
- Direct reporting to the branch manager and gathering the feedback about the industry and market to the marketing team.