

# Vivek R

Area Business  
Manager

## Profile

Honors| Hotel Management & Catering Technology-Kerala | 7 years' Experience Relationship Management | Guest Experience Custodian|Escalation Management|Operations & Inventory Management|Staff Management & Resource Planning| Reconciliations & OTA Assistance| Sales & Revenue Generations|Service Excellence| Cross-Functional team management|Time Management|MS Office Knowledge & Goal-Oriented

## Education

**Hotel Management & Catering Technology, Kerala University**

Alleppey, Kerala, India | 2010 – 2014

**Higher Secondary, Kerala State board**

Alleppey, Kerala, India | 2006 June – 2008 May

## Employment History

**Area Business Manager, OYO Hospitality & Technologies LLC**

Dubai, UAE | 2020 August – 2021 January

- Overlooking 15 hotels in Dubai.
- Drives implementation of the OYO brand service strategy and brand initiatives.
- Serves as a passionate brand advocate and verifies that the intent of the OYO brand is demonstrated through the guest experience.
- Managing the Area General Managers On the field.
- Take and drive decisions across offline demand, supply, CX with the right balance.
- Guest Relationship Management.
- Manage all CID/Shifting cases across the property clusters to ensure the guest experience is not hampered.



## INFO

### ADDRESS

Hor Al Anz, Deira, Dubai, United Arab Emirates

### PHONE

0563787087

### EMAIL

vivekramachandran89@gmail.com

### BIRTH DATE

30.06.1989

### NATIONALITY

Indian

## LANGUAGES

### ENGLISH

### HINDI

### MALAYALAM

## SKILLS

### COMMUNICATION SKILLS

### ESCALATION HANDLING

### RELATIONSHIP MANAGEMENT

### FAST LEARNER & GOOD LISTENER

### TIME MANAGEMENT

### LEADERSHIP

- Coordinating with the sales team for more business.
- Work closely with the Reconciliation department for the recoveries.
- Verifies property compliance with legal, safety, operations, labor, and OYO service standards.
- Builds strong rapport with property owners through proactive and on-going communication; keeps the owner informed of brand initiatives and guest experiences.

## **Assistant General Manager, OYO Hospitality & Technologies LLC**

Dubai, UAE | 2019 February – 2020 July

- Monitored online booking trends to focus on customer delights in turn monitoring and involved in improving the Country NPS score.
- Enhanced operational efficiencies by streamlining and automating processes, including receiving, utilizing subfolders, and improving client communication methods.
- Utilized time management programs daily to promote effectiveness.
- Introduced key performance metrics for operations including client retention, engagement, and satisfaction data.
- Advised customers on how to present their documents resulting in an increased rate of lending approvals.
- Proactively pursued the development and execution of strategic account plans to ensure achievement of assigned business goals.
- Conducting presentations with hotel partners (owners/clients) to improve on the guest experience and also conducting audits for quality checks.
- Used Oyo technology software CRMs and app to modify itineraries.

## **Duty Manager, Comfort Regency Hotel**

Kollam, KERALA | 2017 July – 2018 November

- Supervising the front office team for smooth and efficient operation.
- Taking part in management meetings and previewing the present sales & forecasting the future business by coordinating with the cross departments.
- Maintain open lines of communication between all departments.

- Verifying and arranging duty schedules for the front office department.
- Overlooking the entire operations of the hotel in the absence of GM.
- Ensuring the company policies and security requirements are met.
- Attending guests for their inquiries and helping them.
- Giving courtesy mail to the guest to know the experience of their stay.
- Conducting suitable training for the front office team and also taking briefing and de-briefings as well.

### **Front Office In-Charge, Tall Tress Resorts**

Munnar, Kerala | 2016 March – 2017 June

- Welcoming guests to the hotel in a polite, friendly, and helpful manner.
- Being a point of contact for guests should they have any queries.
- Dealing and resolving customer complaints.
- Keeping up-to-date on all products services, pricing & promotional offers.
- Checking the c-form before submission to the authority.
- Assistance on Reservations through Walkin FIT/ GIT or OTA.
- Coordinating with other departments for efficient operations.

### **Front Office Supervisor, Royale Regency Hotel & Convention Centre**

Alleppey, Kerala | 2014 November – 2016 February

- Giving a warm wish to the guest upon arrival.
- Providing rooms as per the booking of the guest.
- Assisting guests in giving information about services available in the hotel.
- Verifying and providing guest folios with the support documents at the time of checkout.
- Completing the night auditing procedure with accuracy and attention to detail.
- Managing group bookings for accommodations.
- Helping and coordinating with Guest Relation Executive once the desk is busy.
- Assisting the Reservation department on inventory.

## Courses

### IELTS Academic, British Council Examination

2016 October – 2016 December

## References

### Mr Joseph –HR , OYO Hospitality & Technology LLC

+971562172411

### Mr. Edwin Joseph Area Business Head , OYO Hospitality & Technology LLC

+971554519184

## Internships

### F&B Intern , Le Meriden Hotel

Kochi, Kerala, India | 2011 August – 2011

### F&B Intern, Radisson Hotels (Previously Dreams hotel)

Kochi, Kerala, India | 2012 June – 2012

### F&B Intern, Ramada Resort

Kochi, Kerala, India | 2013 September – 2013

### F&B Intern, Hilton Garden Inn

Trivandrum, Kerala, India | 2018 – 2018

## Document Details

**1. Passport No** – N3635951

**2. Visa Status** – Employment Visa

## Declaration

I hereby declare that the information furnished above is true to the best of my knowledge

**Vivek Ramachandran**