**CURRICULAM -VITAE**

**Sourav Pal**

**souravpal78@yahoo.in**

**Contact No: - 9560356103 DOB: 2nd August 1991**

**Objective**

To work with a world class organization andcontribute towards its growth by acquiring the qualities and appropriately implementing them.

**Key Skills**

* Excellent Client Relationship Management skills in a multifunctional and multicultural business environment
* Excellent oral and written communication skills
* Work independently and with little supervision and act quickly under heavy pressure situations and work with a high level of discretion
* Ability to manage multiple tasks and priorities in a fast paced and changing environment
* Strong interpersonal skills and the ability to work effectively across all levels of the organization
* Pitching the guests about different products, services and schemes available in the hotel
* Entertains regular and potential clients and thereby maintain an excellent guest relationship

## **PROFESSIONAL EXPERIENCE**

**Concentrix Daksh Services India Private Limited**

**Industry – Business Process Outsourcing**

**Department – Human Resource**

**Duration – 19th September, 2017 – Till Date**

**Designation – Sr. Representative - Human Resource Operations**

**Roles and Responsibilities**

* Accountable for maintaining the entire Life Cycle for the employees globally.
* Life Cycle Management: Hiring, Personal Data changes, Job Data changes, Transfers with Salary Change, Transfers without Salary Change, Separation.
* Working on Human Resource Capital Management Tools such as Workday, PSHR, Helpdesk, Fusion.
* Generating the training needs of employees and designing the training calendar.
* Obtaining and understanding the job descriptions of various positions.
* Acting as first point of contact of all HR related queries.
* To solve queries, offering resolution and escalating the queries to relevant team.
* Ability to work accurately with attention to detail.
* Ensure the relevant HR database is up to date and accurate.
* Accountable for the grievance management.
* Answering employee queries on mail and phone
* Accountable for creating the candidate Identity through Enterprise Interface Builder.
* Accountable for the contract extension and maintain the record of the contractual hiring.
* Maintaining the personal data of the employees globally.
* To ensure the entire Life Cycle of the employees is completed within time and compliance.
* Tracking and Analyzing the queries.
* Creating Log in ID and mapping employees under their managers, Branch location creation.
* Coordinating with the Compensation and Benefit Team and finance team for the salary updating of the employees globally.
* Preparing and monitoring of Manpower and working hour for the employees.
* Timely issuance of Weekly progress report.
* Maintaining of the productivity report on daily basis.

**The Leela Ambience, Gurugram**

**Industry:** **Hotel and Hospitality Administration**

**Department – Front Office**

**Duration: 2nd June, 2014 to 25th June, 2017**

**Designation: Front Office Assistant**

**The Welcom Hotel, Dwarka, New Delhi**

**Member of ITC Limited**

**Industry:** **Hotel and Hospitality Administration**

**Department – Front Office**

**Duration: 24th June, 2013 to 1st June, 2014**

**Designation: Front Office Assistant**

**The Oberoi Rajvilas, Jaipur**

**Industry:** **Hotel and Hospitality Administration**

**Department – Front Office**

**Duration:16th May, 2012 to 21st May,2013**

**Designation: Front Office Assistant**

**Roles and Responsibilities**

* Greet and register guests in the hotel and ensuring personalized service throughout guest stay.
* Deal with Guest relation issues and worked to ensure guest satisfaction.
* Maintaining of the Guest Satisfaction Rate of the hotel and ensuring that the basic criteria such as friendliness, cleanliness of room, efficiency of staff, telephone etiquette are met.
* Provide guest services by solving problems, satisfying requests, organizing arrival and departure bills.
* Read through logs to determine day’s events in order to best accommodate all guests.
* Run shift reports for downtime support.
* Ensure balance of INR Two lakh in cash at the end of the shift every day and create reports to ensure accurate accounting of all transactions.
* Balance all rebate and other miscellaneous charges.
* Maintaining the invoices for the long staying guests.
* Communicate and coordinate with housekeeping staff in regards to late checkouts, extend stays, appearance of suites issues and concerns of room.
* Inform guests of all available services and amenities in hotel.
* Assist with new staff training in using the software, Standard Operating procedure for room inspection, confirming reservations, providing guest satisfaction.
* Taking and confirming reservation for the room on phone and e mail.
* Refer and report customer inquiries and complaints to the appropriate departments.
* Ensure guest with directions, travel information and all the pint od sale of the hotel.

**Internships**

**Project: Industrial Training**

**Company Name: Crowne Plaza Today, Gurugram**

**Duration: 6th December 2010 to 27th March 2011 (17 Weeks)**

**Project: Leadership Development Programme**

**Company Name: The Leela Ambience, Gurugram**

**Duration: 12th December, 2016 to 31st March,2017**

**Roles & Responsibility**

**Description: -** Worked in the various Department of the Hotel such as Food and Beverage Service, Front Office, Food Production (Kitchen), Housekeeping, Sales and Marketing, Human Resource, Finance and Public Relations.

**Academic Qualification**

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| --- | --- | --- | --- |
| **Year**  | **Course** | **Name of Board/University** | **Marks** |
| 2017 | Post Graduate Diploma in Business Administration  | Symbiosis Centre for Distance Learning |  62.35% |
| 2012 | BSc Hospitality and Hotel Administration | Institute of Hotel Management Catering Technology and Applied Nutrition, Jaipur |  63% |

**Personal Information**

**Father’s Name:** Mr. Swapan Kumar Pal

**Mobile Number:** 9868731034

**Address**: C/o S.K. Pal, 642/28, Jyoti Park, Gurugram (HRY)

**Awards and achievements**

* Completed Service of Excellence Program from The Leela Ambience, Gurugram
* Employee of the month in The Leela Ambience, Gurugram
* 1st prize winner in the Bal Mela Competition, 2003 in Solo Instrumental Music Competition
* Received the NAV RATNA of The Oberioi, Rajvilas, Jaipur.
* Completed Internal Auditor Training Course on Environment Management Systems based on ISO 14001:2015 Standard

**Languages Known**: English, Hindi & Bengali.

**I hereby declare that the above given information are true and according to my knowledge and ability.**

**Date: (SOURAV PAL)**