

PRITESH KUMAR

Front Office Professional · Hospitality Management

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PROFESSIONAL SUMMARY

Motivated and guest-centric Front Office professional with hands-on experience as Duty Manager at a premium hill-station resort, overseeing all front-of-house operations, guest relations, and cross-departmental coordination. Proficient in HMS (Hotel Management Software), OTA platforms, and digital check-in/check-out systems. Recognised for adaptability, proactive problem resolution, and consistent delivery of exceptional guest experiences. Brings a strong technological edge — including systems thinking, internal tooling, and digital process optimisation — that accelerates operational efficiency at the front desk. Fluent in English, Hindi, and Bhojपुरi; effective with domestic and international guests alike.

CORE COMPETENCIES

Front Office & Guest Services: Check-In / Check-Out, Reservations Management, Concierge Services, VIP Handling, Guest Complaint Resolution, Night Audit Support

Technology & Systems: HMS / PMS Software, OTA Platforms (MakeMyTrip, Booking.com, Expedia, Agoda), Channel Manager, Revenue Dashboards, MS Office Suite

Operations & Leadership: Duty Management, Staff Scheduling & Supervision, SOP Implementation, Inter-Departmental Coordination, Shift Handover Reports

Soft Skills: Communication, Problem-Solving, Attention to Detail, Cultural Sensitivity, Multi-tasking Under Pressure, Team Leadership

PROFESSIONAL EXPERIENCE

Duty Manager *Mar 2026 – Present*

TIO – The Indian Origin Hotels & Resorts · Yercaud, Tamil Nadu

- ▶ Oversee all front-of-house and back-of-house operations at a premium hill-station resort, ensuring seamless daily workflow across all departments
- ▶ Manage guest check-in/check-out procedures, room assignments, and reservation coordination using HMS and OTA platforms
- ▶ Handle guest escalations, special requests, and VIP arrivals with a focus on delivering personalised, high-quality service
- ▶ Coordinate with Housekeeping, F&B, and Maintenance teams to ensure room readiness and service standards are consistently met
- ▶ Supervise front desk agents, conduct shift briefings, and maintain shift handover logs and daily reports
- ▶ Monitor OTA booking channels, manage rate parity, and update availability across platforms to maximise occupancy
- ▶ Support night audit processes, revenue reporting, and occupancy tracking for management review

Senior Executive — Customer Support & Internal Tools *Jul 2025 – Feb 2026*

K12 Techno Services Pvt. Ltd. · Bengaluru, India

- ▶ Managed high-volume inbound queries with a strong focus on first-call resolution and customer satisfaction
- ▶ Designed and deployed an internal Branch Search Tool that reduced agent location-finding time from several minutes to under 10 seconds — demonstrating the systems-thinking skill equally valuable at a hotel front desk
- ▶ Coordinated issue escalation across departments and maintained accurate case records and resolution logs

Software Developer Intern *Nov 2024 – May 2025*

AdarshBridge Finance Pvt. Ltd. · Prayagraj, India

- ▶ Contributed to customer-facing application development with a focus on accurate data management and confidentiality compliance
- ▶ Recognised by HR for sincerity, result-oriented approach, and reliability under deadlines

Web Developer Jan 2022 – Jan 2023

Codigo Tecnica Corporation LLP · Remote, India

- ▶ Delivered client projects with a 15% improvement in client satisfaction through responsive communication and quality output

HMS & OTA PLATFORM PROFICIENCY

Hotel Management / PMS: MIHMS

OTA & Channel Management: Booking.com, MakeMyTrip, Expedia, Agoda, Airbnb, Goibibo — rate management, availability updates, inbox handling

Reservation & Revenue Tools: Channel Manager integration, Revenue dashboards, Occupancy reports, Rate parity monitoring

Guest Communication: Email, WhatsApp Business, OTA messaging portals, Pre-arrival & post-stay communication

General Software: MS Office Suite (Word, Excel, Outlook), Google Workspace, CRM tools

EDUCATION

Bachelor of Computer Application (BCA) 2022 – 2025

Sam Higginbottom University (SHUATS) · Prayagraj

- ▶ Final Year Research: NLP-based detection system — demonstrates analytical rigour and independent research capability
- ▶ Student Coordinator — Technical Committee, FDP on AI (IIT Roorkee collaboration, 2025)
- ▶ Winner — Science Day Quiz Competition, National Science Day, SHUATS 2025

CERTIFICATIONS & AWARDS

- ▶ Fundamentals of Deep Learning — Nvidia, 2025
- ▶ Machine Learning with Python — freeCodeCamp, 2025
- ▶ Networking Basics — CISCO Networking Academy, 2025
- ▶ Frontend Development Libraries — freeCodeCamp, 2024
- ▶ Responsive Web Design — freeCodeCamp, 2024
- ▶ Winner (1st Rank) — Science Day Quiz Competition, SHUATS 2025
- ▶ Hacktoberfest Contributor 2023 & 2024

LANGUAGES

English (Proficient) · **Hindi** (Native) · **Bhojpuri** (Native)