



MOHIT PURI

📍 Sonipat Haryana

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SUMMARY

Result focused and driven graduate Professional with can do attitude to advance skills within an organization that values strong attention to detail, adaptable interpersonal skills to grow both as an Individual and a Professional, seeking new opportunity to excel.

SKILLS

- Financial Acumen
- Leadership & Communication
- Problem Solving
- Industry Knowledge
- Excellent Communication
- Verbal and Writing

EXPERIENCE

RESORT GENERAL MANAGER, 03/2022 - Current

Olive Trotter Luxury Resort, Nangal, Punjab

- Initiated Opening of the property, Actively participated in the purchase and orders to ensure the Resort started within the deadline.
- Recruitment & training, and management of all hotel staff, ensuring they meet high standards of service.
- Developed and managed budgets, monitored financial performance, set sales targets, and analyze sales figures to optimize profitability.
- Maintained high standards of service, address guest complaints and concerns promptly, and implement strategies to improve the customer experience.
- Oversee day-to-day operations across all hotel departments, including housekeeping, front desk, and maintenance, to ensure efficiency.
- Promoting the hotel and its facilities, create and implement marketing campaigns, and devise strategies to attract new guests.
- Negotiated contracts with suppliers and vendors to secure necessary goods and services for the hotel's operations.
- Ensuring the hotel adheres to all relevant regulations, including health, safety, security, and licensing laws.
- Supervising maintenance, renovations, and furnishings to ensure the property is well-maintained and meets quality standards.

DIRECTOR, 08/2017 - 01/2022

The Shan E Punjab Banquets and Restaurant, Delhi, NCR

- Led operations at The Shan E Punjab Banquets and Restaurant, focusing on enhancing guest experiences and optimizing service workflows.
- Developed comprehensive training programs for staff, fostering a culture of excellence and continuous improvement.
- Implemented strategic marketing initiatives, driving increased customer engagement and revenue growth.
- Streamlined inventory management processes, reducing waste and improving cost efficiency.
- Collaborated with local vendors to enhance menu offerings, ensuring high-quality ingredients and seasonal selections.

PROJECT COORDINATOR, 02/2015 - 05/2016

Pioneer Contracting Co. Inc

- Planning, managing and assisting with the company's projects and hence internal & external project demands are met.
- Providing reports to management and administration.
- Prepared and implemented lesson plans to achieve vocational goals.
- Displayed and showed videos to demonstrate on jobs execution techniques.
- Responding to student questions, coordinating with clients and staff.

TRAINER, VOCATIONAL EDUCATION HOSPITALITY, 06/2009 - 12/2013

Australia National Institute of Business, Brisbane, Australia

- Developed and delivered vocational training programs to enhance student employability.
- Assessed student performance through practical evaluations and written assessments.
- Collaborated with industry partners to align training with current market needs.
- Mentored students to improve skills and confidence in their chosen fields.
- Maintained up-to-date knowledge of educational trends and best practices.
- Prepared and implemented lesson plans to achieve vocational goals for hospitality graduates and showed videos to demonstrate on jobs execution techniques.
- Guest relations, Training about Front Office Operations and Overall operations of the Hotel.

SENIOR GUEST SERVICE ATTENDANT, 06/2007 - 10/2011

Quix Food Stores, Melbourne, Australia

- Delivered exceptional customer service, enhancing guest satisfaction through attentive and personalized interactions.
- Managed front desk operations efficiently, ensuring seamless check-in and checkout processes.
- Trained and mentored junior staff, fostering a collaborative and high-performance team environment.
- Implemented operational improvements, increasing service efficiency and reducing wait times.
- Handled guest inquiries and resolved issues promptly, contributing to a positive overall experience.

QUALITY & VOICE CONTROL ANALYST, 08/2005 - 10/2006

IBM, Gurugram, India

**EDUCATION AND
TRAINING**

Sunshine College of Management, Melbourne, VICTORIA, 09/2007 - 01/2009
ADVANCED DIPLOMA: MANAGEMENT

AWC Training, Melbourne, VICTORIA, 09/2008 - 01/2009

Certificate IV: Training and Assessment

Sunshine College of Management, Melbourne, VICTORIA, 09/2006 - 01/2008

Certificate III: Hospitality Management

Kurukshetra University, India, 01/2005

BACHELOR OF SCIENCE: COMPUTER SCIENCE

REFERENCES

- Sahil Rishi, Director of Sales, Courtyard by Marriott, 94656 69393
- Dheeraj Chaudhary, GM, Haveli Resorts, 86859 88888




LANGUAGES

- English
- Hindi
- Punjabi

**PERSONAL
INFORMATION**

- Date of Birth: 07/29/84
- Nationality: Indian

LANGUAGES

English:	C2	Punjabi:	C1
			
Proficient		Advanced	
Hindi:	C2		
			
Proficient			