



SUBHASISH DEB

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ABOUT ME

Effective and efficient Certified Senior Guest Relations Executive with 1 year of experience working in a dynamic environment. Passionate about providing an excellent guest experience while maintaining productive, positive departments within the hotel. Experienced with interdepartmental management, organization and supervision. Striving to bring improved processes and superiority of service to a new position.

SKILLS & PROFICIENCIES

- Management Information system
- Operations Management
- Customer relations specialist
- Vendor sourcing
- MS Office
- Advanced leadership abilities. Communication, Understanding of hotel processes, Problem-solving, Expert in guest services, Supervisory skills, Organization.

CERTIFICATIONS

- Computer cita+dita
- P.W.D TRAINING

LANGUAGES

- English (Advanced)
- Hindi (Proficient)
- Bengali (First Language)

EDUCATIONAL BACKGROUND

REGENT EDUCATION SCIENCE & TECHNOLOGY BARRACKPORE KOLKATA, India
2018-2020

CIVIL ENGINEERING
DIPLOMA.

ITI DRAUGHTSMAN CIVIL
2016 - 2018

NATIONAL INSTITUTE OPEN SCHOOL
10th
2012

WORK HISTORY

Wellness Manager

Citi Residenci (3 star Hotel), Durgapur, West Burdwan.

From 27/03/24 till date.

Skills:-

- Maintaining excellent communication skills with guests.
- Ensuring timely and accurate customer service.
- Scheduling shifts and supervising other front-office staffs.
- Oversees the day-to-day operations.

GUEST RELATIONS EXECUTIVE

goSTOPS Hospitality Pvt. Ltd., Bangaluru, India

May 2023 to August 2023.

- Managing Property Operations Effectively
- handling team and kitchen.
- Improvising and marketing the place by offering goodstay experience.
- Handling complaints and query calls.
- Develop, implement and review operational policies and procedures.
- Purchase materials and plan inventory.

Resident Manager

DTwelve Spaces Pvt. Ltd., Bangalore, India may

2022 to oct 2022

- Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow.
- Worked in matrix management environments with oversight of division level managers, operations, sales, finance, human resources, safety and compliance.
- Advanced productivity KPIs to achieve key business goals and objectives.
- Maintained cordial relationship with every staff Supervised the house keeping members in their daily chores.
- Made a property ready for marketing and handed it over to Sales Team.
- Took the responsibility of maintaining the property and resolving any immediate issue effectively.

Waiter

From January 2021 to April 2022

At Dream Bar, North 24 Parganas, Kolkata

Skills:-

- **Exceptional Customer Service Skills with a friendly and approachable demaneor.**
- **Ability to handle high-pressure situations while maintaining professionalism.**
- **Excellent Communication Skills and active listening abilities.**
- **Strong multitasking and time management skills.**
- **Proficient in using POS Systems and handling cash transactions.**
- **Quickly and courteously serve food and beverage orders.**
- **Maintaining good relation with other servers and Kitchen staffs.**