

# Sanjay M

## Duty Manager

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### PROFILE

Looking forward to build my extracted knowledge in a high performing organization and deliver maximum power to accelerate the organization towards its goal by being an asset to it with upright moral and professional caliber.

### PROFESSIONAL EXPERIENCE

#### Duty Manager

Accor

Aug 2022 – Feb 2023

Doha, Qatar

Part of The Living Adventure project (70,000 keys) providing hospitality services in multiple-site accommodations for Fifa World Cup 2022.

- Delivering Highest Quality Service, exceeding expectations and reporting to Site Operation Manager and Front office Manager with regular updates.
- Overseeing Projects from conception to completion and responsible for Handover & Decommissioning of the Projects.
- As a Certified Trainer, coach and support team members, responsible for overseeing training activities across site, planning, scheduling and implementing training tools & programs. (Train the Trainer certified)
- As Night Manager, overseeing site operations & auditing of 420 inventory, ensuring guest satisfaction and safety.
- Plans and coordinates with Facility Management team for the maintenance upkeep of the site.
- Rehearse, implement, enforce, and be fully conversant with all departmental Fire, Emergency, and Bomb procedures, including local health measures as set by local regulations.
- Certified Qatar Specialist, Awarded by Qatar Tourism.

#### Duty Manager

Accor 

Nov 2021 – May 2022

Chennai, India

- Support Front Office Manager in overseeing the daily operations, ensuring employee productivity, monitoring efficiency of all processes and help create a positive work environment
- Maintaining highest level of cleanliness and hygiene in accordance with company standards by conducting inspections and taking appropriate actions, securing top 3 at India & South Asia level in 2020 for cleanliness and hygiene measures.
- Experienced Night Manager overseeing hotel operations and auditing, ensuring guest satisfaction and safety.
- Lead and been part of an highly efficient team which has secured first position in terms of RPS by gaining 92.87 and rank 2 at India & South Asia level.
- Mentoring & Monitoring the performance of team to ensure efficiency in process operations, leading to consistent audit score of 98%

## Team Leader - Front Office

Accor 

Apr 2019 – Nov 2021

Chennai, India

- Supervise and monitor Team Members with true leadership ability that motivates the entire team.
- Appointed as Department Stock Controller and implemented various measures which led to a major cost deduction of 32% in departmental cost for the year 2019 without any hindrance.
- Certified Departmental Trainer, leading and conducting regular trainings and briefings, also Monitoring the Training & Development in the department.
- Maintaining the team energy high by motivating and providing feedbacks on regular basis.

## Front Office Associate


Accor 

Apr 2017 – Apr 2019

Chennai, India

- Nominated as LE CLUB CHAMP – ACCOR SOUTH ASIA HOTEL AWARDS 2018
- Accomplished highest Incremental Revenue for the year of 2017 by personal contributing of 58% in Total Revenue thus supporting ADR by 351 INR YTD and leading by example.
- Got selected in prestigious program of Accor Emerging Leadership Program in 2018 and undergone rigorous trainings, through which designed and implemented various incentive Programmes and guest experience methods

## Industrial Exposure Trainee


Taj Hotels 

Nov 2015 – Mar 2016

Chennai, India

- Industrial Exposure Training in all the four major departments

## Corporate Event Planning - Volunteer

McCann Worldgroup Inc. (MRM End to End Events) 

Jul 2012 – May 2015

Chennai, India

- During the course of 03 Years volunteered various corporate events in planning and execution which came with broad set of learnings and connectivity to the hospitality world

## PROJECTS

### ibis Chennai Sipcot

Nov 2018 – Dec 2018

Worked as Task Force in Front Desk & Reservation as part of my AELP Programme implementing revenue generating incentive programs.

### Novotel Chennai Chamiers Road

Sep 2018 – Oct 2018

Worked as Task Force in Front Desk as part of my AELP Programme contributing to increase in hotels's Le Club loyalty count

## EDUCATION

### Accor AELP, Organizational Leadership

Académie Accor

Jul 2018 – Dec 2018

Chennai, India

Accor Emerging Leaders program (AELP) is specifically designed for potential team members to elevate them to an Leadership position by rigorous training and projects.

### Bachelor of Science (B.Sc.)

University of Madras

Apr 2014 – Apr 2017

Chennai, India

Hotel & Catering Management with 8.6 CGPA & University Rank

## AWARDS

### ACCOR SOUTH ASIA AWARDS 2018

Accor

Dec 2018

### Marvellous Multi-tasker

Accor

Nov 2021

### Proficiency Award

University of Madras

Mar 2016

## SKILLS

### Technoliteracy

OPERA

Hotelogix

MICROS

Microsoft Office

Vision

Workflow

Social Networking Tools

### Soft Skills

Customer Oriented

Interpersonal Skills

Conflict Resolution

Autonomy

Accountability

Analytical

## CERTIFICATIONS

**Certified Department Trainer** (Awarded by Accor)

**Certified Lean Six Sigma W.B.**  (Awarded by The Council for Six Sigma Certification (CSSC))

**Certified Qatar Specialist**  (Awarded by Qatar Tourism)

## LANGUAGES

English

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Tamil

● ● ● ● ●

Malayalam

● ● ● ● ●

Hindi

● ● ● ● ●

Arabic

● ● ● ● ●

Spanish

● ● ● ● ●

## INTERESTS

Backpacking • Trekking • Reading

## REFERENCES

**Mr. Rakesh K.R.**, Cluster Revenue Manager, RMCC - APAC

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## DECLARATION

I hereby declare that the facts given above are genuine to the best of my knowledge and belief

**Sanjay Mohandas**  
Dubai, UAE