




Sathyanarayana Guda

Date of birth: 16/10/1980


Nationality: Indian


Gender: Male

CONTACT


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ABOUT ME

Motivated and personable professional with world-renowned credentials in the hospitality industry. A go-getter passionate about achieving success, I thrive in dynamic work environments and adapt seamlessly to diverse cultures. My goal is to contribute value to an organization by integrating my knowledge and experiences. Seeking a position that demands integrity, dedication, and a strong sense of responsibility.

WORK EXPERIENCE

12/09/2022 – CURRENT Dubai, United Arab Emirates

Cluster Assistant Reservations & Front office Manager Emaar Hospitality Group

- Checking forecast and sending stop sale and free sale calendar to revenue director.
- Assist in creating special promotion codes and ensure agents are aware and educated on each special offer.
- Following up on pending PM account and VCC card issues and closing them on time.
- Assist Reservation Agents with training, including initial training and continuous on-the-job training.
- Reviewing all reservations made by agents yesterday and cross-checking all next-day arrivals.
- Assisting agents with emails and phone calls whenever busy and less staff.
- Taking the lead in driving reservations and sales as we build a sales culture across the business by confirming the rooms.
- Work closely with the operational teams and help define the sales process and ways of working centrally.
- Monitor, support, and coach teams to drive performance and high conversion rates and Upsell.
- Manage and monitor all opportunities for sales that are driven by reservations agents in multiple locations.
- Determine the quality of leads and work on a structure and process for lead management across the teams as per the standards.
- Work with digital acquisition and e-commerce teams to help understand the lead quality by channel and ROI of each channel by checking inventory.

Business or Sector Administrative and support service activities |

Department Customer Service

19/01/2020 – 09/09/2022 Seychelles, Seychelles

Assistant Reservations Manager Kempinski Hotels

03/2019 – 12/2019 Malé, Maldives

Assistant Reservations Manager One & Only Reethi Rah

04/2017 – 11/2018 Dubai, United Arab Emirates

Cluster Assistant Reservations Manager Carlton Downtown Hotel

09/2015 – 04/2017 Dubai, United Arab Emirates

Reservation Supervisor Sofitel the Palm Resorts & Spa

06/2014 – 09/2015 Dubai, United Arab Emirates

Cluster Reservation Supervisor Flora Hospitality

03/2008 – 06/2014 Hyderabad, India

Reservation Supervisor Novotel Hyderabad Airport

EDUCATION AND TRAINING

05/09/1999 – 07/09/2002 Hyderabad, India

Bachelor of commerce Dr. B. R. Ambedker University

Address Malakpet, Hyderabad, 501505, Hyderabad, India

06/1999 – 06/2000 Hyderabad, India

Diploma in MS-office & Internet Technologies. Navaratna Infotech Private Limited

08/1996 – 30/08/1997 Hyderabad, India

Diploma in Front Office Operations. B.D.P.S - (Indian Technical Institute)

LANGUAGE SKILLS

MOTHER TONGUE(S): Telugu

OTHER LANGUAGE(S): Hindi | Urdu

English

Listening C2

Reading C2

Writing C2

Spoken production C2

Spoken interaction C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Lobster ink | Opera Vision | Venza Hospitality programs | Google (Google Drive, Google Docs, Google Slides, Google Sheets, Google Meets, Google Trends) | Video Conferencing (Zoom, Teams, Skype, Webex) - Advanced | Social media management (Facebook, Twitter, LinkedIn, YouTube, Instagram) | Excellent knowledge of Microsoft Office applications (Word, Excel, PowerPoint, Outlook, Teams) | EMAIL GMAIL

HONOURS AND AWARDS

05/2021 Kempinski Resort, Seychelles

Certificate of Appreciation for Exceptional Leadership and Revenue Achievement

I am honoured to receive the Certificate of Appreciation in recognition of my dedicated leadership during a critical period. For four months, I successfully managed the department in the absence of the Head of the Department. Despite the challenges, we achieved the highest revenue in 2021. This accomplishment reflects our team's resilience, commitment, and unwavering focus on excellence.

Link https://www.linkedin.com/posts/sathyanarayana-guda-67500056_great-honour-to-receive-the-recognition-for-activity-6986160045939961856-q4Kp?utm_source=share&utm_medium=member_android

2016 Sofitel The Palm Resort, Dubai

Superlative Guest Service: A VIP's Review

I have received the Best comments from a VIP guest on TripAdvisor.

2009 Novotel Hyderabad Airport

Building the Blocks award

I've been honoured with the Building the Blocks award in recognition of my outstanding performance within the organization.