



SWARUP SHAIKH

Guest Service & Web developer

About Me

Results-driven professional with extensive experience in the hospitality and digital sectors. Currently working as Site in-charge & Digital Marketing Expert at YOG RESORT, demonstrating exceptional team leadership, operational management, and guest service skills. Adept at website design and digital marketing with a strong foundation in computer applications. Proficient in IDS software, leveraging it to streamline operations and improve efficiency.

Contact:



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Language:



BENGALI | ENGLISH | HINDI

Education:



3-Year Degree in **Hotel & Hospitality Management**

Institution Name: Dolphin School Of Hotel Management

Year Completed: 2022

Diploma in **Computer Application**

Institution Name: MAKAUT

Year Completed: 2019

Diploma in **Digital Marketing**

Institution Name: DIGITAL SCHOLAR

Year Completed: 2020

Skills:



Hospitality Technology: Proficient in IDS software, PMS integration, and seamless synchronization of booking engines and payment gateways.

- **Revenue and Inventory Management:**

Expertise in channel management, dynamic pricing strategies, and GDS optimization to maximize occupancy and revenue.

- **Guest Experience Optimization:**

Leveraging IDS tools and website design to enhance personalized service, streamline reservations, and improve overall guest satisfaction.

- **F&B Operations Leadership:** Skilled in team supervision, menu knowledge, event coordination, and ensuring compliance with food safety standards.

- **Digital Presence Management:** Designing responsive, SEO-optimized websites with integrated F&B menus, booking systems, and promotional content.

- **Analytics and Reporting:** Using data tools to track performance, analysis trends, and implement actionable insights across operations and digital platforms.

- **Cross-Department Collaboration:** Bridging technology, F&B services, and digital design to align operations with business goals and brand identity.

- **Marketing and Brand Management:**

Designing engaging visuals, banners, and marketing campaigns aligned with brand identity using tools like Adobe Photoshop and Canva.

Experience:



Front Office & Site In-Charge

Yog Resort, Maneri, Maharashtra

Dates of Employment: [April 2025 - Present]

- Supervise daily site operations and workforce. Monitor and maintain all facility systems (HVAC, electrical, plumbing).
- Implement preventive and corrective maintenance schedules.
- Ensure safety protocols and compliance with legal regulations.
- Manage vendors, contractors, and service providers.
- Coordinate housekeeping, security, and maintenance teams.
- Handle emergency breakdowns and critical issue resolution.
- Maintain inventory of tools, spares, and consumables.
- Prepare and submit daily/weekly/monthly reports.
- Address client/stakeholder concerns and ensure satisfaction.
- Conduct training and briefings for staff.
- Maintain documentation for audits and inspections.
- Plan and manage budgets and operational costs.
- Track work orders, service tickets, and asset history logs.
- Conduct routine inspections and risk assessments.

Front Desk Supervisor & Digital Marketing Expert

Indismart Woodbourne Resort, Nuvem, Goa

Dates of Employment: [Dec / 2023 – March / 2025]

- Supervised front desk and digital operations ensuring smooth guest service & brand growth.
- Managed check-ins, guest relations & issue resolutions with 95%+ satisfaction rate.
- Planned and executed social media & ad campaigns, increasing online inquiries by 40%.
- Improved SEO and website ranking, boosting direct bookings by 25%.
- Coordinated with teams to ensure seamless hotel operations.
- Trained staff on customer service, upselling & CRM tools.
- Created engaging digital content and promotional campaigns.
- Monitored analytics to refine marketing strategies and boost ROI.
- Handled billing, reporting, and guest feedback efficiently.
- Strengthened brand visibility and guest retention through data-driven strategies.

F&B Senior Steward

Hotel Prime Sature, Pune, Maharashtra

Dates of Employment: [May/ 2023 – Dec/ 2023]

- Oversaw table service and ensured timely delivery of orders.
- Supervised junior staff to maintain quality standards in service.
- Interacted with guests to ensure a positive dining experience.
- Assisted in training new staff and maintaining workflow efficiency.

F&B Junior Steward

Sayaji Hotel, Indore, Madhya Pradesh

Dates of Employment: [May/ 2022 – May/ 2023]

- Assisted In Daily Operations Of The Food And Beverage Department.
- Provided Excellent Customer Service And Ensured Guest Satisfaction.
- Maintained Cleanliness And Organization Of Dining Areas.
- Supported Senior Staff In Preparing And Serving Orders.

Store Keeper

Dolphin Palace, Kolkata, West Bengal

Dates of Employment: [June /2021– Feb /2022]

- Managed inventory and stock levels to ensure smooth operations.
- Maintained accurate records of supplies and handled procurement efficiently.
- Coordinated with vendors and suppliers for timely delivery of goods.
- Implemented stock control measures to minimize wastage and loss.

Freelance Website Designer

Self-Employed

Dates of Employment: [April / 2020 – Present]

- Designed and developed responsive websites.
- Customized WordPress themes and plugins.
- Built SEO-friendly and fast-loading sites.
- Integrated eCommerce (WooCommerce/Shopify).
- Managed hosting, domain, and DNS setup.
- Optimized website speed and performance.
- Ensured mobile and cross-browser compatibility.
- Provided maintenance and client support.
- Delivered projects on time with 100% satisfaction.

Certification:

- **Digital Marketing Certificate by GOOGLE.**
- **Excellence Certificate of IDS Software by Indismart Woodbourne Resort.**
- **Awarded "Certificate of Excellence" for outstanding service performance.**



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