

KUMAR ADITYA CHAMBYAL

Flat no: 577/1
Sector 41A, Chandigarh 160036

Key Sector:

HOSPITALITY, OPERATIONS & ACADEMICS.

Career Objective:

A highly motivated and committed individual. Flexible and adaptable to business needs with the capability to achieve goals and targets set. Has a leadership skill with the ability to develop and enthuse a team in a pressurized environment.

Experience Summary - Employment Details:

POSITION – I

ITFT Education Group, Chandigarh

Dec 2011 – till present

Functional Responsibility: Head of Department, ATHM

- Conducting F&B service, housekeeping and front office lectures.
- Taking additional responsibilities such as event managing & training staff.
- Key role in placements by guiding & counseling students for various opening in service industry.
- Projects undertaken:
- As a trainer for Train the Trainer RUSA program
- e-Live lectures under DDUGKY program to north east
- Google basic certification for academics
- Active member of organizing various seminars and conferences at ITFT College

POSITION – II

We Serve Catering Services, Pune

July 2010 – Oct 2011

Functional Responsibility: Operations Head.

- Managing and supervising Catering operations.
 - Supervising bill settlement and cash payments.
 - Conducting meetings and conferences with clients.
 - Checking and updating weekly and monthly reports.
 - Menu pricing and special instructions.
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POSITION – III

Barista Team Member.
COSTA COFFEE, London Heathrow airport Terminal 3.

Dec 2009 – June 2010

- Food and coffee service to customers.
 - Till handling, cash close and increasing promotions.
 - Handling night shifts.
 - Working in liaison with other terminal Costa stores.
 - Training to fresher's with concern to store operations.
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POSITION – IV

Food & Beverage Supervisor.
Madhus Ltd Southall, London.

Dec 2008 – Nov 2009

- Food and wine service to customers.
 - Till handling for food orders in liaison with kitchen.
 - Handling bar and requisitioning.
 - Handling client conference functions.
 - Setting weekly target and assigning duties to freshers.
 - Situation handling and escalations for management.
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POSITION – V

Team Member.
London Heathrow Terminal 5, Lovejuice.

July 2008 – Nov 2008

- Working as team for good customer service and achieve sales target
 - Serving orders to customers.
 - Stock taking and making requisition.
 - Responsible for till handling and bill making.
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POSITION – VI

Brasserie Waiter.
London Heathrow Terminal 4, Hilton.

May 2008 – July 2008

- Responsible for breakfast buffet layout and service.
 - Carrying out room service activities.
 - Silver service to VIP guests.
 - Handling guest queries and providing assistance.
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POSITION – VII

Customer Service Representative.
Bay Area Credit Service (HOV Services) India.

Mar 2007 – Sept 2007

- Responsible for United States assigned debts collections.
 - Key team member in achieving AMR and AT&T collection targets.
 - Responsible for verification of Debtors payment.
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POSITION – VIII

Operations Head:
Prop World, India.

Nov 2005 – Nov 2006

- Responsible for running and operating sales and administration activities.
 - Responsible of running corporate events.
 - Ensure cashiering is done and completed correctly in timely manner.
 - Empowered to handle customer challenges.
 - Weekly Rota for permanent associates and casual bank.
 - Making training schedule for supervisors and staff.
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POSITION – IX

Facilities Supervisor:
Integrated Property Mgt.and Service Ltd, India.

Oct 2004 – Oct 2005

- Responsible for managing operations of Honeywell and Kanbay Technology.
 - Responsible for handling Housekeeping and F&B.
 - Coordinating with client and facilities sub-vendors.
 - Responsible for handling corporate client queries.
 - Managing manpower for corporate Banqueting and conferences.
 - Weekly Rota for permanent associates and casual staff.
 - Close supervision on housekeeping and F&B supervisors.
 - Updating site weekly, monthly and annual reports for site audits.
 - Working in liaison with front office and maintenance department.
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POSITION – X

Front Office Executive:
Sodexo Pass Services India Pvt. Ltd.

May 2003 – Sept 2004

- Accountable for handling room check-in and check-outs for Osho resort.
- Effectively worked as Night Auditor carrying out day end procedures.
- Ensure consistency of service to all customers.
- Training new associates for the service sequence of front desk.

- Responsible for guest reservation using Shawman VPMS System.
- Handling cash, petty cash and telephone operations.
- Working in liaison with housekeeping, room service and maintenance dept.
- Maintaining log books and updating weekly and monthly MIS Reports.
- Empowered to handle customer challenges.

Education

Pune University, Pune India: 1999 – 2003.
Bachelor of Hotel Management and Catering Technology

KV Southern Command, Pune India: 1998 – 1999.
Higher Secondary Examination

Computer Skills:

- Sound knowledge of Internet, MS office.
- Completed **NIIT** SWIFT JYOTI course.
- Operating Systems; Winxp, Win 2000, Win98, Win07

Projects Undertaken

Name of the Organization: Armed Forces Medical College, Pune.
Project Title: Management Analysis (Catering Management)
Synopsis
a) Work Study
b) Time Study
c) Fatigue Study

Personal Details

Date of Birth: Date of Birth: 05th November 1981
Marital Status: Married
Languages Known: English, Hindi, French (Basic)

Extra Curricular Activities:

1. Represented National level Athletics.
2. Did personalized silver service to Rawon Atkinson, Gordon Brown and Prince Charles

Reference

- Will be produced on Request