

	VISHAL TIWARI Resides: Hor Al Anz, Dubai, United Arab Emirates.. Phone: +971502510355 Email: Vishal111ti@gmail.com LinkedIn: https://www.linkedin.com/in/vishal-tiwari-724a0b10b/ Gender: Male Nationality: Indian Date of Birth: 13/02/1994
KEY SKILLS • Leadership • Team Management • Communication • Operational Efficiency • Problem-Solving • Technical Skills • Attention to Detail • Customer Service TECHNICAL SKILLS MS Office MS Word MS Excel Opera/Hotelogix First Aider EDUCATION Hotel and Tourism Management C.S.J. M University, Kanpur 2012-2015 ACHIEVEMENTS Participated in the MIDDLE EAST HOUSEKEEPING LEAGUE 2017 Two times and achieved the Gem Of The Year Award Participated in the group dance at the Annual function	PROFILE SNAPSHOT A seasoned hospitality professional with a comprehensive background in housekeeping and operations management within top-tier hotels. Known for exceptional leadership, team management, and problem-solving abilities, combined with strong technical skills and attention to detail. Proven track record in enhancing operational efficiency, delivering superior customer service, and maintaining high standards of cleanliness and safety. Experienced in staff training, scheduling, and inventory management, ensuring smooth and effective operations. EXPERIENCE Sep 2024- Present Housekeeping Supervisor Flora creek hotel, Deira, UAE • Ensure all assigned tasks are completed efficiently and to the hotel's standards. • Conduct regular checks and inspections of guest rooms, corridors, and public areas to ensure cleanliness, orderliness, and proper functionality of equipment. • Adjust shifts or assign extra duties as needed to ensure smooth operations. • Attention to detail and a commitment to maintaining high standards of cleanliness • Work closely with the front office, maintenance, and laundry departments to ensure seamless hotel operations. Mar 2023- Sep 2024 Housekeeping Senior Supervisor DNG Grand Hotel, Kanpur, UP • Assigned housekeeping tasks to staff and inspected work to ensure compliance with cleanliness standards. • Scheduled staff shifts and arranged for replacements as needed. • Investigated and addressed complaints about poor housekeeping service. • Provided training for housekeeping staff. Conducted regular inventory checks of cleaning supplies and ordered stock as required April 2022 - Jan 2023 Housekeeping- Assistant Manager The Living Adventure- Managed by Accor, Doha- Qatar • Attended periodic staff meetings with other department heads to discuss company policies and guest complaints. • Scheduled staff shifts and organized replacements as required. • Investigated and addressed complaints regarding poor housekeeping service. • Provided training to the housekeeping staff. • Supported and supervised an effective inspection program for all guestrooms and public areas. Jan-2021 - March 2022 Housekeeping Senior Supervisor D&G Hotel, Kanpur Kanpur, India • Assigned housekeeping tasks to staff and inspected work to ensure that the prescribed standards of cleanliness were met. • Scheduled staff shifts and organized replacements as required. • Investigated and addressed complaints regarding poor housekeeping service. • Provided training to the housekeeping staff. • Regularly took inventory of cleaning supplies and ordered stock as needed.

Oct 2019-Oct 2020 | Housekeeping Supervisor | The Retreat Palm, Dubai, M Gallery by Sofitel, Dubai, UAE

- Assigned housekeeping tasks to staff and inspected work to ensure that the prescribed standards of cleanliness were met.
- Scheduled staff shifts and organized replacements as required.
- Investigated and addressed complaints regarding poor housekeeping service.
- Provided training to the housekeeping staff.
- Regularly took inventory of cleaning supplies and ordered stock as needed.

Nov 2018 - Sept 2019 | Order Taker | The Retreat Palm Dubai, M Gallery by Sofitel, Dubai, UAE

- Handled the safekeeping, recording, and collection of all keys and pagers held in the Housekeeping Office to ensure a safe and secure work environment.
- Answered the telephone according to Rotana standards and recorded incoming requests and messages to promptly communicate this information to the concerned parties.
- Received Lost and Found items, recorded, and stored them per standard. Handled the claiming and clearing of any Lost and Found items.

July 2017 - Oct 2018 | Room Attendant | The Retreat Palm Dubai, M Gallery by Sofitel, Dubai, UAE

- Greeted guests and responded to their queries.
- Maintained guest rooms by changing bed linen, making beds, and replacing used towels and bathroom amenities.
- Ensured cleanliness by sweeping and mopping floors, and vacuuming carpets.

Dec 2015 - July 2017 | Room Attendant | Habtoor Grand Resort, Autograph Collection, Dubai, UAE

- Greeted guests and responded to their queries.
- Maintained guest rooms by changing bed linen, making beds, and replacing used towels and amenities.
- Ensured cleanliness by sweeping, mopping floors, and vacuuming carpets.