CURRICULUM VITAE

SEENU KARTHICK VENKATESHWARAN

DISTRICT: Madurai

STATE: **Tamil nadu**

NATIONALITY: Indian

SEX: Male

CAREER OBJECTIVE-

A dedicated and service-oriented Front Office Associate with proven experience in managing guest relations, reservations, and front desk operations in luxury hospitality environments. Skilled in delivering exceptional customer service, handling guest inquiries efficiently, and ensuring smooth check-in and check-out procedures. Adept at coordinating with housekeeping, food & beverage, and other departments to maintain operational excellence and enhance overall guest satisfaction, committed to creating memorable guest experiences by maintaining professional communication, personalized service delivery, and adherence to international hospitality standards. Proven ability to manage high-pressure situations, multitask efficiently, and contribute to team productivity while upholding brand reputation and service quality.

JOB APPLIED FOR POSITIONS AND PREFERRED JOB, FIELD OF INTERSEST-

- Front office Executive
- Guest relation and Reservation of room booking
- Telecommunication
- At your service and handling calls / external and internal

WORK EXPERIENCE-

Experienced in managing daily front office functions including reservation handling, room allocation, billing, and guest communication. Demonstrates strong problem-solving abilities by addressing guest concerns promptly and maintaining service recovery standards. Possesses working knowledge of Property Management Systems (PMS), revenue support activities, and front desk reporting to ensure seamless hotel operations. Collaborates effectively with cross-functional departments to ensure room readiness, guest comfort, and service efficiency. Supports operational planning, upselling strategies, and administrative tasks to contribute to revenue growth and organizational success.

- Working as a Front office associate at Courtyard by Marriott Madurai from April 2025 to April 2026
- Worked as Front Office Associate in fortune Pandiyan hotel (ITC) for past one and half year from Nov 2024 to March 2025

Working independently during night shifts, responsible for managing complete front office operations and ensuring smooth hotel functioning in the absence of senior management. Handling late check-ins, early check-outs, walk-in reservations, guest inquiries, and emergency situations while maintaining high service standards and guest satisfaction.

Performing night audit procedures including financial reconciliation, report generation, system updates, and daily operational closing activities using Property Management Systems (OPERA). Ensuring accuracy in billing, payment processing, and revenue documentation to support hotel financial controls.

Coordinating with housekeeping, security, and maintenance teams to ensure guest safety, room readiness, and operational continuity throughout the night. Demonstrating strong problem-solving ability by managing guest complaints, service recovery situations, and unexpected operational challenges independently.

Maintaining professional communication, ensuring lobby supervision, handling telephone operations, and supporting administrative duties while delivering personalized guest service aligned with international hospitality standards.

TRAINING UNDERTAKEN-

- IET Programme - Four months training from Taj Coromandel hotel, Chennai. 13th December 2021 to 27th April 2022.
- Front Office Trainee with exposure to Bell Desk operations and experience assisting supervisors in guest service and front office coordination.

Learning includes -

- Observing the skills by training with professional.
- To help the supervisor and assistant manager in serving customers.
- Trained in all fours department for four months (Front office, Food Production, Food and Beverage Service, Housing keeping)
- Learn to solve the customer's problem.
- Understanding the administration activities in the hotel.

ACHIEVEMENTS-

- Got Merit certificate (first) in second year of B.Sc. HCM.
- Participate in quiz competition by SICA.
- Member of SKAL International (2022-2024).
- Conducted many Events and Competition in department level. And college level.
- Got the certificate for value added course on Hotel property management system various modules.
- Selected as a Management trainee in proodle industrial catering in Chennai in campus interview for four months programme
- Got participated in front office problem solving competition in SICA.

EXTENSION ACTIVITIES-

- Organized the Event, Food festival (Retro Chennai) on 27th May 2022.
- Participated in Puducherry tourism development cooperation, on 1st August 2022 to and 2nd August 2022, Puducherry.
- Organized the Event, Atha pookalam in 15th September 2022.on occasion of Onam competition.
- Organized the dessert storm, dessert display competition for the high school students on 4th November 2022.
- Organized the grand Event, Vels Thiruvizha in University level (Pongal celebration) on 12th January 2023
- Organized the Quiz Competition (fooquizing) for the department level on 23 February 2023.
- Organized the Event Chefin competition for University level students, celebrating women's day on 6th March 2023.

PERSONAL SKILLS-

Guest Service Skills

- Guest relations & customer service excellence.
- Handling guest complaints & service recovery.
- Professional communication & interpersonal skills.
- Personalized guest experience delivery.

Operational Skills

- Check-in & check-out procedures.
- Reservation handling & room allocation.
- Billing, cashiering & night audit basics.
- Property Management System (OPERA, IDS) operation.

Communication & Coordination

- Telephone etiquette & email communication.
- Interdepartmental coordination (HK, F&B, Maintenance).
- Lobby supervision & guest assistance.
- Multilingual communication advantage.

Administrative Skills

- Front office documentation & reporting.
- Upselling & revenue support.
- Time management & multitasking.
- Problem-solving & decision making.

Professional Behaviour Skills

- Grooming & hospitality etiquette.
- Teamwork & leadership support.
- Stress management in peak hours.

ACADEMIC QUALIFICATIONS-

* M.Sc. Hotel & Catering Management – Vels University (2023 – 2025)
→ First Class with Gold Medal.
* B.Sc. Hotel & Catering Management – Vels University (2020 – 2023)
→ First Class with Gold Medal.
* Diploma in Automobile Engineering – Government Polytechnic College, Trichy (2018 – 2019)
→ Scored 88.5%.
* Higher Secondary Certificate (HSC) – VHN Higher Secondary School (2017 – 2018)
→ Scored 73.6%.
* Secondary School Leaving Certificate (SSLC) – VHN Higher Secondary School (2015 – 2016)
→ Scored 79.8%.

LANGUAGE PROFICIENCY-

- Tamil: Native proficiency – Reading, Writing & Speaking.
- English: Professional proficiency – Reading, Writing & Speaking.
- Malayalam: Basic conversational speaking skills.