

SUNNY BHARDWAJ

Kangra Himachal Pradesh, India

+91-9736016492 | sunnybhardwaj2013@gmail.com

SKILLS

- ❖ Sales & Marketing
- ❖ Revenue Generation
- ❖ Territory Coverage
- ❖ Target Achievement
- ❖ Market Research
- ❖ Security
- ❖ Maintenance
- ❖ Stewardship
- ❖ Bar Attendant
- ❖ Presentation Skills
- ❖ Customer Service
- ❖ Customer Relationship Management
- ❖ Housekeeping
- ❖ Reception
- ❖ Jeep Driver

EDUCATION

Advance Basic Computer Course

Jawaharlal Nehru Computer
Saksharta Mission, March 2017

Capacity Building Training Programms

Rajiv Gandhi National Institute of
Youth Development, 2013

Steward Training

Institute of Hotel Management
Catering & Nutrition
Gurgaspur, Punjab, India 2007

Intermediate 58.66%,
CBHE Delhi, India 2006

Matriculation 62%
Himachal Pradesh Board of School
Education 1999

LANGUAGE

- ❖ English - Fluent
- ❖ Hindi - Native Proficiency

INTERESTS

- ❖ Participating in Social Activities

ACTIVITIES

- ❖ Farming Activities
- ❖ Watching Documentaries
- ❖ Sports

EXECUTIVE SYNOPSIS

- ✚ Dynamic and results-driven sales expert with a proven track record of exceeding revenue targets, fostering strong client relationships, and implementing strategic sales initiatives to drive business growth, with demonstrable experience in customer service providing unparalleled support and creating positive customer experiences.
- ✚ Adept at resolving complex issues, managing customer inquiries, and maintaining a customer-centric approach. Proven ability to enhance customer satisfaction levels and build lasting relationships.
- ✚ Comprehensive background in ensuring the safety and security of people and property, proficient in risk assessment, emergency response protocols, and implementing effective security measures, skilled in surveillance, access control, and crisis management.
- ✚ Strong technical aptitude and a hands-on approach to facilities management, ability to troubleshoot and repair equipment, conduct preventive maintenance, and ensure optimal operational efficiency.
- ✚ Committed steward with a keen focus on compliance and ethical practices, demonstrated ability to uphold standards, implement protocols, and ensure adherence to regulations while fostering a culture of responsibility and accountability within the organization.
- ✚ Skilled in understanding client needs, anticipating challenges, and delivering customized solutions. Proven ability to enhance customer loyalty and contribute to overall business success.
- ✚ Proficient in implementing cleaning protocols, managing inventories, and ensuring a welcoming and sanitary environment., deft at managing gardeners, building maintenance, roads repairing, electrical maintenance, plumbing repairing, housekeeping.
- ✚ Experienced in managing front desk operations, handling inquiries, and providing excellent customer service. Proficient in utilizing communication tools and maintaining a professional and welcoming reception area.

EXPERIENCE

Salesman & Jeep Driver | S.R. Rajan & Company

Oct 2019 – Present

- ❖ Effectively contributing in sales initiatives, showcasing persuasive communication skills, and consistently achieving sales targets.
- ❖ Cultivating and nurturing client relationships through effective networking and relationship-building strategies.
- ❖ Identifying and capitalizing on market trends, adapting selling techniques, and ensuring a proactive approach to meet customer needs.
- ❖ Collaborating with cross-functional teams, negotiating contracts, and implementing innovative sales strategies to maximize revenue.
- ❖ Facilitating efficient transportation services, ensuring timely arrivals and departures while maintaining a strong focus on punctuality.
- ❖ Safeguarding passenger safety by employing defensive driving techniques and adhering to traffic regulations.
- ❖ Executing precise navigation and route planning, optimizing travel time and fuel efficiency.
- ❖ Performing routine vehicle maintenance tasks, including inspecting and troubleshooting to ensure the operational readiness of the jeep.

Security and Maintenance Supervisor | Sri Sai University Jun 2010 – Oct 2019

- ❖ Led gardeners to enhance landscapes, maintaining a polished premises appearance.
- ❖ Managed building maintenance, ensuring structural integrity and aesthetic standards through coordinated repairs.
- ❖ Spearheaded road repair initiatives for optimized traffic flow and a safe environment.
- ❖ Executed electrical maintenance projects, prioritizing preventive measures for operational safety.
- ❖ Supervised plumbing repairs for efficient water systems and prompt issue resolution.
- ❖ Led housekeeping for a clean, inviting atmosphere across facilities.
- ❖ Coordinated various maintenance tasks with a proactive approach to facility needs.
- ❖ Managed diverse responsibilities, overseeing infrastructure, landscaping, and utility systems.

Steward (Casuel) | Taj Hotel**Mar 2009 – Apr 2009**

- ❖ Supported banquet events and ensured the timely setup and breakdown of dining areas, contributing to a seamless and efficient dining experience.
- ❖ Coordinated with kitchen staff to oversee food presentation and maintain high-quality service standards, resulting in consistently positive feedback from guests.
- ❖ Collaborated with fellow team members to execute detailed event plans, contributing to the overall success of diverse catering functions.
- ❖ Addressed last-minute changes in event requirements, showcasing flexibility in a fast-paced hospitality environment.
- ❖ Maintained cleanliness and organization in dining areas, consistently exceeding hygiene standards and contributing to a welcoming atmosphere.
- ❖ Ensured compliance with food safety regulations and consistently applied proper hygiene practices in handling and serving food.
- ❖ Contributed to guest satisfaction by promptly addressing requests and concerns, showcasing a customer-focused and attentive approach in every interaction.

Industrial Training | The Regent Park Hotel**Oct 2007 - Nov 2007**

- ❖ Supported bar operations, mastering mixology, and enhancing customer satisfaction.
 - ❖ Executed stewarding duties, ensuring impeccable service delivery and maintaining a polished dining atmosphere.
 - ❖ Assisted in reception duties performed with finesse, managing inquiries and creating a welcoming front desk experience.
 - ❖ Supported stewarding responsibilities, implementing effective practices for seamless event execution along with bartending, housekeeping, and reception tasks through comprehensive training.
 - ❖ Supported housekeeping procedures, contributing to a clean and organized environment.
 - ❖ Got trained as a bar attendant, steward, housekeeper, and receptionist to provide versatile support across various roles.
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REFERENCES

Available on Request