

Awards & Recognitions:

Nominated for Atlantis Colleague Extraordinary Service ACES for Q1 @ Atlantis ♦ TripAdvisor All-star of Season Certificate 2023 @ Atlantis ♦ Silver Award in Best Induction Training Program Category @ Sleek ♦ Received ROTS for ISM Training Program @ Sleek

Conscientious leader and determined growth strategist with a unique ability to break down the customer journey and deliver exceptional value at every stage. Known for driving substantial growth while enhancing guest experience, improving team morale, and standardizing excellence across all operational processes, procedures, and policies.

Forward-thinking approach in implementing ingenious learning and development strategies for improving staff capabilities via strategic training to enhance guest experience.

- Strategic Leadership

Efficient Planning & Communication

Innovative Training

Successful Training

PAN India Level Operations
- Led a team of 40 colleagues in Aqua Venture Waterpark admissions, resulting in a remarkable 10% boost in guest satisfaction.
  - Streamlined and reduced miscellaneous and site completion durations from 90 to 45 days through strategic planning and effective communication with the Pan India frontline team.
  - Transformed a 49-day onboarding training program into a concise 30-day format by shifting a significant portion to an efficient online E-Learning approach.
  - Successfully trained 10 Line Managers, 100 Sales Designers, and 15 Site Supervisors, ensuring their readiness for field operations.
  - Orchestrated nationwide operations for the Modular Kitchen business, overseeing sales, delivery, and a network of over 200+ dealer outlets across India.

CORE COMPETENCIES		
<ul style="list-style-type: none"><li>Guest Experience &amp; Customer Satisfaction</li><li>Learning &amp; Development</li><li>Strategic Planning &amp; Implementation</li></ul>	<ul style="list-style-type: none"><li>Operational Efficiency</li><li>Process Improvement</li><li>Project Management &amp; Implementation</li></ul>	<ul style="list-style-type: none"><li>Cross-Functional Communication</li><li>Stakeholder Management</li><li>Team Leadership &amp; Guidance</li></ul>

Technical Skills: MS Office Suit & 360 | Galaxy Point of Sale | Reservations System Opera | Articulate | 2020 Design | AutoCAD

- WORK EXPERIENCE
- Guest Experience & Operations Team Lead ▶ Atlantis the Palm, Dubai, UAE

Nov. 2021 – Aug. 2023

  - Ensured exceptional customer service while accurately processing transactions as a cashier, serving all guests purchasing water park tickets
  - Operated electronic cash registers and credit card machines with precision while handling customer grievances
  - Adhered to cash handling and ticketing procedures, including the accurate completion of cash-out reports for the team
  - Maintained records for Aqua bands inventory, addressed discrepancies and administrative tasks, collaborating with stakeholders
  - Strived to provide extraordinary guest experiences and fostered positive relationships with VIP guests by handling issues
  - Served as a mentor and coach to colleagues, guiding them in developing hospitality skills, problem-solving abilities, and soft skills
  - Played a key role in training new team members for their roles and provided support in daily operations while handling a team of 45 people
  - Assisted the team in comprehending the park's needs, identifying issues, and areas for developing customized technology and solutions
  - Conducted regular testing of the devices and software used for park check-in and checkout in collaboration with the team
  - Established and implemented standard procedures in collaboration with management for hotel guest check-in and check-out in Phase 1

- Maintained data spreadsheet for the project and reported progress to management, while facilitating the successful launch of Phase 1
- Organized weekly training, covering device usage, standard procedures, welcoming protocols, assistance, and feedback collection
- Utilized team feedback to engage with the technology team, driving continuous improvement and development efforts
- Substituted traditional paper bands with innovative, eco-friendly silicone bands equipped with RFID technology

**Project:** Aqua bands - Vantage Technology | **Scope:** Streamlined entry for hotel guests, day visitors, and annual and season pass holders. Provide real-time updates on slide queue status and park maps via a mobile application. Enable seamless F&B and retail purchases by integrating debit/credit card payments into a single Aqua band

**Achievement:** Initiated the first phase for hotel guest admission, encompassing both check-in and check-out processes within the park

**Sleek International Pvt Ltd | A subsidiary of Asian Paints Pvt Ltd | Mumbai, India** **Oct. 2015 – Oct. 2021**  
**Growth Path: Learning & Development Expert | Oct. 2018 – Oct. 2021 ◀ Operations Expert | Oct. 2015 – Oct. 2018**

#### **As Learning & Development Expert**

- Conducted customized training programs as per the needs of teams across India, while identifying training and development gaps
- Evaluated existing training materials and curriculum, creating training manuals as needed. Conducted both in-person and online training sessions, ensuring compliance with statutory and regulatory training requirements
- Served as the L&D coordinator and managed content development for a better understanding of content to facilitate training
- Created online training modules with a focus on imparting comprehensive product knowledge, particularly in the realm of kitchen products
- Sourced effective training materials using channels, overseeing logistics, MIS reporting, and audits to maintain training program effectiveness
- Designed training and development initiatives, making necessary adjustments as organizational and individual needs evolved
- Leveraged the Learning Management System (LMS) for the documentation, tracking, reporting, and delivery of training programs
- Focused on developing e-learning and adult learning content for the Learning Management System (LMS)
- Assisted in the analysis of learning evaluations, producing summary reports of participant feedback to support continuous improvement
- Monitored expenditures within the established budget, organized training supplies, and planned employee training and development events
- Partnered with Recruiting, Help Desk, IT, & HR, to troubleshoot issues before, during, and after learning events
- Collaborated within a team to develop programs that met the approval of all relevant parties, including line managers and senior executives
- Utilized movie-making and articulate software to create modules, providing regular updates to the training manager and higher management
- Incorporated corrections and feedback to refine the content, followed by thorough testing online to ensure compatibility with the LMS

#### **As Operations Expert**

- Resolved individual issues related to on-site training assignments, including completions and the rectification of assignment errors
- Acted as the primary point of contact for the frontline team, addressing inquiries, complaints, feedback, requests, and other concerns
- Conducted audits at the national level to evaluate overall operational performance
- Developed Standard Operating Procedures (SOPs) for the sales and operations teams at the national level
- Generated reports detailing operational activities conducted by field supervisors across India
- Mentored field supervisors/managers in communication skills, operations management, customer-centricity, quality assurance, relationship building, and end-to-end processes
- Coordinated with the procurement department to ensure the acquisition of furniture and related items for projects through PRs/ POs
- Spearheaded initiatives boosting the Net Promoter Score (NPS) for Pan India operations, resulting in enhancement of customer satisfaction.
- Ensured meticulous adherence to processes, policies, and product execution by meticulously monitoring field supervisors across Pan India
- Conducted performance reviews on a weekly, monthly, and quarterly basis for Pan India operations, collaborating with senior management to identify and implement improvement strategies.
- Developed resourcing strategies, including realignment of team structure & responsibilities in line with team's objectives & operational model

**Design and Sales Executive ▶ JC Interiors, Mumbai, India** **Apr. 2012 – Oct. 2015**

#### **ACADEMICS & CREDENTIALS**

- **Diploma in Interior Designing** || IITC Global Careers, Borivali, Mumbai 2011 – 2012
- **B.com** || K. J. Somaiya College of Arts & Commerce, Mumbai 2008 – 2011