



# RAMSUDHAN R P

Dedicated Operations Manager and effective leader who excels at using proven methods and successfully cut costs, streamline operations and increase productivity. Assertive and enthusiastic, with extensive knowledge of process optimization and an unsurpassed worth ethic.

## Contact

### Phone

+971 565884937

### Email

ramsudhan0326@gmail.com

### Address

AL KARAMA  
Dubai  
United Arab Emirates

## Skills

- Customer relationship management Front office operation
- Housekeeping operation
- Food unit beverage service
- Fidi opera (Hotel reservation software)
- Ground Handling
- Fair Calculation
- Grooming
- MS Excel
- Flexible and open to change
- Attention to detail
- Time management
- Conflict Management

## Language

- English
- Malayalam
- Hindi

## Personal Details

Nationality: Indian  
Visa Status: Visit visa  
Date of Birth: 26/03/1997  
Marital Status: Unmarried

## Experience

### ○ JAN 2023- OCT 2023

#### **Mazhavilkkadu forest resort, Kerala, India** **Operation Manager**

- Ensure all operations are carried on in an appropriate, cost-effective way
- Improve operational management systems, processes and best practices
- Purchase materials, plan inventory and oversee warehouse efficiency
- Help the organization's processes remain legally compliant
- Formulate strategic and operational objectives
- Examine financial data and use them to improve profitability
- Manage budgets and forecasts
- Perform quality controls and monitor production KPIs
- Recruit, train and supervise staff
- Find ways to increase quality of customer service

### ○ MAR 2022 - JAN 2023

#### **Corniche Hotel Abu Dhabi, United Arab Emirates** **Telephone Operator**

- Answer incoming calls and provide callers with the requested information
- Handle customer inquiries and complaints in a polite and professional manner
- Transfer calls to appropriate personnel or departments
- Assist customers in booking rooms.
- Take messages and forward them to the relevant parties
- Maintain records of customer interactions and transactions
- Ensure customers' satisfaction by providing accurate information in a timely manner
- Follow communication procedures and standards

### ○ 2020 - JAN 2022

#### **Rigid Food Company, Thalasserry, Kerala, India** **Branch Manager**

- Oversee and manage all aspects of the business
- Keep in line with company growth strategy
- Participate in district training calls with other branches
- Source, train, coach and develop staff
- Address customer issues and concerns promptly

# Education

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- Diploma in Hospitality and Travel Customer Service  
*-Frankfinn Institute of Air Hostess Training- Kozhikode, Kerala, India - 2017*
- Mechanic (Motor Vehicle)  
*Eldorado Private Industrial Training Institution, Wayanad, Kerala, India -2019*
- Higher Secondary School(HSS)  
*St Mary's HSS Maruthonkara, Kozhikode, Kerala -2014*

- **Marketing Executive (Internship)**  
**GPL, Kerala, India - 2017**
- **Guest Relation Executive (Trainee)**  
**M Grill ( Paragon Restaurant)-2016**

## Reference

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### **Manu Jose**

*Chief Executive Chef  
Mazhavilkkadu forest resort Kerala India  
Phone: 9947531012  
Email: manujosecheplayil@gmail.com*

### **Marlar Oo**

*Human Resources Manager  
CORNICHE HOTEL ABU DHABI  
Phone: +971 50 462 7213  
Email: hr@cornichehotelabudhabi.com*