

# ROBIN SHARMA

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Chowk, Near HP Petrol Pump, South  
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## OBJECTIVE

Experienced hostel manager with 2+ years in property operations, guest relations, and team leadership. Skilled in ensuring seamless guest experiences, F&B management, and property upkeep.

## EXPERIENCE

26/09/2022

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31/08/2024

### The Hosteller Hospitality Pvt Ltd

Front Office Cum Property Manager

I worked at The Hosteller, Kasol property, a vibrant and picturesque location with 16 rooms accommodating up to 51 guests. From May to till last of August I dedicated to providing exceptional guest experiences and was ensuring the smooth operation of the property.

Prior to this, I successfully managed The Hosteller, Tirthan Valley, which features 12 rooms and a capacity for 32 guests. During my tenure there, I honed my skills in guest relations and property management, contributing to the unique and serene atmosphere of Tirthan Valley.

My journey with The Hosteller began in Delhi property, the largest of the three, with 27 rooms and a capacity to host 100+ guests. This initial role equipped me with the foundational skills and insights necessary for effective hospitality management in diverse settings.

My experience across these properties has enriched my ability to cater to a wide range of guests, ensuring each stay is memorable and enjoyable.

## EDUCATION

2020

### Institute of Technology and Science, Ghaziabad

MBA  
69%

2018

### Dr. B.R. Ambedkar University

B.Com  
53%

2015

### Indira Memorial Public School

Intermediate  
70%

## PROJECTS

### • Internship

Company- OYO Rooms

Duration- 3 Months (10/06/2019 - 09/09/2019)

Location- Gurugram

\*Made calls to prospects and presented proposals to real estate agents.

\*Assisted the BD team with site visits to various real estate projects.

\*Analyzed requirements for the OYO Home segment and identified suitable properties for final approval.

\*Supported the BD team through lead nurturing and developed broker network relationships.

\*Maintained follow-ups with prospects and updated information on the portal.

\*Assisted brokers in releasing payments after the property went live.

## SKILLS

- Guest Satisfaction
- Guest Happiness
- Customer Support
- Customer Experience
- Social Media and Online Review Management
- Hospitality Software Proficiency (Ezee PMS systems & GLU by hosteller)

## ACHIEVEMENTS & AWARDS

- Intern of the Month in OYO Rooms, signed 150 SRNs in a month.
- Received 85 individual name reviews (highest) in September 2023, reflecting exceptional guest satisfaction and service.

## INTERESTS

- Enhancing Guest Experiences
- Team Leadership and Training

## ACTIVITIES

- Participated in CSR Activity(Parviartan) at ITS, Ghaziabad. Aim was to full fill the needs related to education to that community which can't afford the resources.
- Participated in Business Summit (2019) at ITS, Ghaziabad. Generated revenue for the Summit by visiting local market.