

# Ishaan Hurne

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## Profile

Dedicated and service-oriented Guest Service Associate with a passion for delivering exceptional hospitality in the luxury hospitality sector. Possessing a proven track record in renowned establishments, I excel in creating memorable guest experiences through attentive service and attention to detail. Adept at front desk operations, check-in/check-out procedures, and ensuring seamless concierge services. Committed to maintaining the highest standards of professionalism and efficiency.

## Skills

- Guest Service
- Problem Solving
- Communication skills
- Research Skills
- Collaborative
- Team Coordination

## Experience

**FRONT DESK ASSOCIATE** | 05/2024 - 08/2024

**JW Marriott - Pune, Maharashtra, India**

- Here at this hotel, I worked at the concierge desk and performed various duties, such as airport pick-up, for the guests.
- Done Check-In guest procedure, such as assisting the guests with luggage in the room and explaining the room by doing room orientation.
- Helping the guests with directions to the nearby hospitals, medical facilities, or shopping mall.
- Assistance to the Family or Corporate group guests with the packing and distribution of Gifts and Hampers.

**ON JOB TRAINEE FRONT OFFICE** | 08/2023 - 12/2023

**Holiday Inn Express - Pune, Maharashtra**

- During my On Job Training in the Front Office, I acquired comprehensive skills in the Check-In and Check-Out procedures
- I adeptly managed the documentation process, including the completion of C-Forms for foreign guests visiting India
- My responsibilities also encompassed providing assistance with guest luggage and conducting room previews for Walk-In guests before the formal Check-In
- I effectively communicated the benefits of our Loyalty program, facilitating guest enrollment as members
- Additionally, I gained experience in addressing guest complaints and fulfilling requests, collaborating closely with senior team members for guidance
- Notably, I played a role in creating alerts for Membership guests upon their Check-In at the hotel
- This training has significantly enhanced my proficiency in Front Office operations within the hospitality industry

**INDUSTRIAL TRAINING** | 04/2022 - 10/2022

**Trident Hotel - Hyderabad, Telangana**

- Throughout my tenure in Industrial Training, I actively engaged in operational roles within the Food and Beverage and Housekeeping departments

- In the Food and Beverage domain, I showcased my capabilities in the buffet handling team and later in an Italian Specialty restaurant, eventually transitioning to a role in the In Room Dining department
- The diverse exposure provided me with a valuable and enriching experience while I adeptly navigated through the process of each department, demonstrating adaptability and commitment to delivering exceptional service

**INTERNSHIP** | 09/2014 - 12/2014

#### **Urban Events**

- During my three-month internship, I have been a part of multiple events which have been successfully executed
- One such event, which I successfully orchestrated was a major event independently, collaborating with a team specializing in sound and lighting, including the DJ
- Notably, this event was the New Year's Eve celebration for members of the Armed Forces
- I took immense pride and found great satisfaction in serving this distinguished clientele
- This experience proved instrumental in cultivating my skills in team coordination, fostering teamwork dynamics, and managing vendors effectively
- The involvement in such a prominent occasion played a major role in the enhancement of my professional development and expertise in the field of event management

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## **Education**

### **UEI Global Hotel Management Institute - Bsc**

Hospitality Studies, 07/2023

### **National Institute of Event Management - Diploma**

Event Management, 08/2014

### **Yashwant Mahavidyalaya - Nanded | 12th**

Commerce, 04/2006

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## **Languages**

- English
- Hindi
- Marathi