

RESUME

UTKARSH PANDEY

Varanasi, Uttar Pradesh, India pandey.utkarsh30@gmail.com

Ph No. 9916527272

[linkedin.com/in/utkarsh-pandey-aa522841](https://www.linkedin.com/in/utkarsh-pandey-aa522841)



An opportunity to work in a challenging growth-oriented position and dynamic environment where my skills and experience could effectively utilize and contribute to the growth and success of the organization.

An IHM-H alumnus and hospitality professional with 10 years of experience in Industry and Academics. Proven expertise in guest handling, curriculum development, industry engagement, and creating an interactive learning environment.

Experience



Assistant Professor

CHANDIGARH UNIVERSITY, Punjab, India

Feb 2022 - Present (2 years 5 months)

- Teaching on courses related to Hotel and Hospitality, Soft Skills, Interpersonal Skills , Communication.
- Any other subject related to guest services in hospitality industry apart from assigned.
- Question Bank creation.
- Designing syllabus for the department.
- Member of Pre - Board of Studies.
- Evaluating student performance.
- Providing educational and professional counselling to the student.
- Sessions to develop soft skills of student's.
- Workshop on Social Etiquettes and Grooming sessions to enhance interview skills of student's.
- Training sessions of student's to prepare International internship.
- **Master Subject Coordinator** for subjects which includes content creation and assignment creation with question banks generation and uploading on Learning Management System.
- Conducting summer/winter term classes for detainees.
- **DQAC** of multiple subjects which includes content and assessment quality check, vetting and verifications.

Additional duties and responsibilities

- **"Value Added Courses Coordinator"** *of the department with proper record and data compilation.*
- **Member of Examination Controlling Department as part of Examination Center of assigned building.**
- **"Advanced Credit Programme Coordinator" Passion- Airlines Operations**
 - *Creation of content.*
 - *Making of Self Learning Material.*
 - *Question bank uploading.*
 - *Conducting online sessions for students.*
 - *Analysis of projects/assignments completed by students.*
- **"Department Mentoring Coordinator"**
 - *Conducting mentor's mentee meeting.*
 - *Monitoring mentor calling task performed by all mentors.*
 - *Keeping a record of all mentee's grievances, participations in events.*
 - *Documentation of mentors file by the end of semester.*
- Volunteered as an Liaison Officer with Guinness World Record team in various events like "Har Ghar Tiranga" conducted in 2022 for Guinness World Record.
- Member of Departmental Discipline Committee Chandigarh University.
- Member of Anti Ragging team in the Chandigarh University.
- Handling task related to **branding and marketing of department.**
- Handling event like "Dharohar Kashi Ki Fashion Show" 2024 in Varanasi.
- Organizer of International Conference "Srishti" Irthi 2024 at Chandigarh University.
- Organizer of "Corporate Advisory Board"/CEO Meet at Chandigarh University.

mastree

Academic Advisor

Mastree, Bengaluru , India

Oct 2020 - Apr 2021 (7 months)

- Ensure smooth experience for customers throughout the subscription.
- Handle queries & complaint is regarding daily operations.
- Use of Fresh desk to resolve issues and communicate information to customers.
- Building rapport with customers to maintain brand image.
- Escalation of loop holes to management about daily operations.
- Handle promotions and referrals for company.
- Fixing free trials for new prospects and converting them into clients.

COWRKS

Senior Community Executive

COWRKS India Pvt. Ltd. Bengaluru , India

Aug 2018 - May 2020 (1 year 10 months)

- Handle daily center operations.
- Training Sessions of Housekeeping/FnB staff regarding soft skills.
- Facility management.

- Facilitating walkthrough of prospective clients, onboarding/moveouts of members and leads from existing member to sales team.
- Ensuring timely closure of member tickets raised through Freshservice tool/software.
- Planning and executing events such as networking, recreational and educational as per data analysis.
- Work with internal cross-functional teams (Product, sales, pre-sales, marketing, support etc.) to escalate and ensure effective delivery of requirement.
- Make collaborations between members as per requirements.
- Alliances with startups.
- Creating auxiliary revenues for company business.



Front Office Supervisor

The Oberoi Hotels & Resorts, Bengaluru , India

Jun 2013 - Aug 2018 (5 years 3 months)

- **Managed the Front Office Operations.**
- *Team Leader (32 assistant)*
- *Supervisory Development Program, OCLD*
- *Identification of guest needs, and handling complaint.*
- *Analysis of feedback and strategy plan.*
- *Maintaining guest history records and preferences.*
- *Up selling Rooms and Spa.*
- *Liaison with all departments in the hotel.*
- *Preparing and sending Daily reports pertaining to the department.*
- *Handled cashier desk and Concierge.*
- *Managed the monthly and quarterly requisition.*
- *Ensuring highest levels of guest relationship management.*
- *Handling and resolving guest requests and complaints.*
- *Provided polite, professional, fast and courteous service*
- *Worked as Airport Assistance at Kempegowda International Airport.*
- **Handled Lobby Manager Shifts solely for 06 months.**
- **Night Auditor.**
- **Front Office Departmental Training Coordinator.**

Education



Indira Gandhi National Open University, India

Master's in Tourism and Travel Management

2022 - 2024

IHM-Hyderabad, India

Bachelor of Science Hospitality and Hotel Administration

Aug 2010 - Dec 2013

Higher Secondary (12th)

Sunbeam School Bhagwanpur, Varanasi, India

1998 - 2010

Licenses & Certifications

“Performance Assessment in the Virtual Classroom” – University of California, Irvine- (Coursera)



Customer Service: Managing Customer Expectations - LinkedIn



Phone-Based Customer Service - LinkedIn

The Fundamentals Of Digital Marketing-Google

EAE F4H T63



edX Verified Certificate for Customer Relationship Management – edX IIM-Bengaluru

82aff107ea8742d1a4ad1bab946e8674



Teaching Techniques: Creating Effective Learning Assessments - LinkedIn



UX Foundations: Accessibility - LinkedIn



Instructional Design: Needs Analysis - LinkedIn



Creating and Giving Business Presentations - LinkedIn



Public Speaking Foundations - LinkedIn

Skills

Front Office Management, Front Office Operations, Grooming and Professional Skills, Training and Development, Communication Skills, Computer Proficiency, Hospitality Management , Rooms Division, Opera , Teaching , Mentoring , Organizational Development , Training Assessment.

Research & Publication

- **Scopus paper published "Evaluation of the Value of the Employee Tourist Interaction using Big Data Analytics" in 2023. ISBN 978-938054447-2**

Patent

- **"The development of a tourism recommendation system with an emphasis on cultural attractions working in collaboration with the community". (Registered)**

Membership

“International Association of Academic Plus Corporate”

Awards & Achievements



Certificate of Recognition

Jan 2024 - “Best Passion Mentor Award”, Chandigarh University for Advanced Credit Programme.

Super Teacher's Day Award Sept 2023.

Pride At The Oberoi - The Oberoi Group Jan 2015.

Faculty Development Programs

- “A Certificate Course in on Data Analysis and Modelling using MS-EXCEL (Online)” – VIT Business School, India.
- “Certificate of Appreciation” International FDP – Chandigarh University, India.
- “Certificate of Participation” World Education And Science Summit 2022 – SDS, Uttarakhand, India.
- “Certificate of Participation” KR Mangalam University , Gurugram, India.
- “Certificate of Participation” UNESCO Mahatma Gandhi Institute of Education for Peace and Sustainable Development.
- “Certificate of Participation” GMR Institute of Technology.
- “Certificate of Participation NEP 2020 Orientation and Sensitization Programme” (MM-TTP) of UGC organized by IIT-BHU, Varanasi.

Personal Details:

Date of Birth	:	30/06/1992
Gender	:	Male
Marital Status	:	Unmarried
Native Place	:	Varanasi, Uttar Pradesh
Nationality	:	Indian
Language Known	:	Hindi, English.
Blood Group	:	O+