

# Anirudh Kumar Gautam

## Personal Info:

21, YEAR OLD

## Contact Info:

+91-7428727975

[anirudhg1704@gmail.com](mailto:anirudhg1704@gmail.com)

## RESUME SUMMARY

---

I bring a unique mix of hospitality training and business-minded thinking to the table. With a BSc in H & HA, I've sharpened my abilities in customer support, financial calculations, and professional communication. I've handled service escalations, drafted negotiation emails, and created smart quotations—and I always aim for clarity and efficiency. I'm flexible, curious, and ready to grow in roles beyond hospitality, whether in admin, finance, or service.

## PERSONAL DETAILS

---

Current Location: Faridabad  
Date of birth: July 10, 2004  
Gender: Male

## EDUCATION

---

Graduation	BSC In HHA (Front office) <i>Institute of Hotel Management, Mumbai, Mumbai</i>
Class XII	CBSE BOARD with 62% (2022)
Class X	CBSE BOARD with 74% in (2020)

## CERTIFICATION

- Certificate Of Appreciation - Taj 120 Year Celebration, Taj Mahal Palace, Mumbai
- Certificate Of Merit - Amul Culinary Challenge (2022)
- Certificate Of Participation - Hungritos
- Certificate Of Gratitude – Daakroom

## INTERNSHIPS AND PROJECTS

---

Internships      **Indian Hotels Company (IHCL)** (Duration July 2023 - Nov 2023)

(Brief Description about the Internship)

- Front Office: Assisted with guest check-ins and check-outs, reservation management, and concierge services while observing customer interaction protocols.
- Housekeeping: Supported daily room inspections, inventory management, and linen operations, contributing to high service standards.
- Food & Beverage: Engaged in restaurant service, banquet setups, and guest relations in fine dining environments; gained insight into luxury dining protocols.
- Sales & Marketing: Shadowed the sales team on client outreach and promotion strategies and contributed to marketing content for upcoming events.
- Finance: Observed daily cash flows, billing processes, and budgeting practices; developed basic understanding of hotel revenue management.
- Participated in recruitment observations and training sessions, including staff briefings and induction protocols.
- Studied logistical coordination and interdepartmental synergy required for seamless guest experiences.

This immersive exposure enhanced my understanding of luxury hospitality operations, refined my customer service etiquette, and deepened my appreciation for behind-the-scenes excellence.

## SKILLS

---

<b>Skills</b>	Customer Service, Time Management, Flexible Workflow, Budgeting and Forecasting, Project Management, CRM Software, Conflict Resolution, Process Improvement, Client Retention, Escalation Management, Financial Planning, MS Office, Advanced Excel, ERP
<b>Language</b>	English, Hindi
<b>Awards &amp; Honor</b>	Gold medal winner of International Silver zone Science Olympiad. New Delhi. Best Ambience winner as a décor head in my college for an official buffet Assignment. (IHM Mumbai)