VIDYA AJITH

RESERVATIONS EXECUTIVE | FRONT OFFICE OPERATIONS | GUEST RELATIONS

Chengalpattu – 603104 9360844973 deevanvidya@gmail.com

PROFESSIONAL SUMMARY

Dedicated hospitality professional with experience in hotel reservations, front office operations, and guest relations. Skilled in reservation management, OTA booking coordination, guest communication, billing, reporting, and regulatory documentation. Experienced in resolving guest concerns and coordinating daily hotel operations while maintaining service standards and positive guest experiences.

CORE SKILLS

• Reservation Management & Booking Coordination	• Guest Communication & Relationship Management	• Hotel Management Software (HMS) & Property Management Systems (PMS)
• Online Travel Agency (OTA) Booking Management	• Guest Check-in & Check-out Procedures	• C-Form & B-Form Preparation and Management
• Billing, Cash Handling & Invoice Generation	• Occupancy, Arrival, Departure & Sales Reporting	• Team Leadership, Problem Solving & Adaptability

PROFESSIONAL EXPERIENCE

Marutham Village Resort, Mamallapuram

Reservations Executive | April 2026 – November 2026

- Managed room reservations, booking confirmations, modifications, and cancellations.
- Handled guest inquiries, special requests, and complaints professionally.
- Managed OTA bookings and coordinated reservations across online platforms.
- Updated guest details in HMS/PMS and maintained accurate reservation records.
- Prepared C-Forms and B-Forms, and generated daily occupancy, arrival, departure, and sales reports.
- Handled billing, payment collection, invoice generation, and guest feedback.

Hotel Grand Continent (Sarovar Hotels)

Senior Front Office Executive | November 2024 – August 2025

- Managed IDS software, guest check-in/check-out, night audit, and daily sales and General Manager reports.
- Coordinated the front office team and prepared weekly duty rosters.
- Handled guest complaints, daily cash handovers to Accounts, and staff training.

Coral Beach Resort, Mahabalipuram

Front Office Executive | September 2023 – October 2024

- Used Sky HMS to manage check-in/check-out, reservations, OTA bookings, room bookings, and day-outing bookings.
- Welcomed guests, handled inquiries, resolved complaints, collected reviews, and supported property visits.
- Maintained C-Forms, GST company masters, front office inventory, shift duties, and weekly rosters.

Kaldan Samudra Palace, Mahabalipuram

IET Trainee – Front Office | May 2023 – August 2023

- Completed three months of IET training to strengthen front office skills and hospitality knowledge.
- Worked with WIN HMS, updated Guest Registration Cards (GRCs), and managed C-Form documentation.
- Coordinated VIP amenities, special-occasion surprises, guest interactions, and Hi-Tea engagement.

PROFESSIONAL EXPERIENCE – CONTINUED

Hotel CJ Pallazzio, Salem
Front Office Associate | March 2022 – April 2023

- Managed guest check-in/check-out and provided a professional front desk experience.
- Addressed guest complaints and supported guest satisfaction.
- Operated WIN HMS and maintained daily sales reports and operational records.

Hotel CJ Pallazzio, Salem
Food & Beverage Associate / Restaurant Hostess | February 2019 – March 2022

- Worked as a Restaurant Hostess for two years and Guest Relations Executive for one year.
- Coordinated table arrangements and breakfast and lunch service setups.
- Collected guest feedback, managed food orders and guest requirements, and prepared kitchen order tickets.

Hotel Salem Castle, Salem
Guest Relations Associate | March 2017 – January 2019

- Supported front desk activities and daily guest service interactions.
- Collected guest feedback and prepared guest comment reports for review by the Guest Relations Executive.

EDUCATION

Diploma in Hotel Management Annamalai Institute	January 2022 Grade: B+
Diploma in Airlines & Travel Management Annamalai Institute	January 2022 Grade: B+
Higher Secondary Certificate (12th) GHSS, Dasanaickenpatti, Salem	2015 Percentage: 70%
Secondary School Leaving Certificate (10th) GHSS, Dasanaickenpatti, Salem	2013 Percentage: 74%

ACHIEVEMENTS & AWARDS

- District-Level First Prize – Gold Jewellery Drawing Competition, ANS Jewellers, Salem (2013).
- Best Employee of the Month – Hotel CJ Pallazzio, Salem (2019).
- Best Employee Award – Coral Beach Resort, Mahabalipuram (2023).

ACTIVITIES

- First Prize – Jewellery Drawing Competition, ANS Jewellers, Salem (2013).
- Pencil Drawing Competition – School First Prize (2015).
- Second Place – AM Kabaddi Competition (2016).

LANGUAGES

Tamil – Native | English – Intermediate (B1) | Telugu – Beginner (A1)

HOBBIES & INTERESTS

Drawing | Watching Movies | Shopping | Playing Indoor Games