

MIHIR RANJAN BARGAH

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Education

Bachelors in Hotel Management

July 2015 — June 2019

Welcomgroup Graduate School of Hotel Administration (WGSHA), Manipal University, Manipal, Karnataka

Overall aggregate: 7.72 GPA

HSE (10+2)

March 2014 — May 2015

Don Bosco Public School, Jhirpa, Madhya Pradesh, India

Stream: Commerce; CBSE result: 84.5%

Work Experience

McDonald's India - Hardcastle Restaurants PVT LTD (HRPL)

July 2019 — January 2020

Location: McDonald's, Koramangala, Bangalore, Karnataka, India

Designation: **Management Trainee, Full-time**

Responsible for the **entire operation** of three **major locations** of McDonald's stores in Bangalore city, ensuring **hygienic & quality** delivery of orders to the **customers and businesses**. My role revolved around inventory management, controlling food and utility costs, waste management, and **recruitment and training** of crew members

ITC Maurya, New Delhi, India

May 2018—November 2018

Sales and marketing intern

Handled key client accounts, engaged with potential clients and **assisted managers** with various marketing and sales promotion strategies. Worked alongside senior managers on client pitches, **learning essential client management skills on-ground in the hotel industry**.

Taj city Centre, Gurugram, India

June 2017—July 2017

Food & Beverage operations Intern

Organized popular weekly **Sunday brunch** at the Hotel's café shop 'Culina 44'. **Prepared and served** at the "Tease", hotel's bar, and waited the guest tables in the restaurant 'Thai Pavilion'.

Radisson Blu Hotel, Noida, India

May 2016 —June 2016

Front Office Intern

Worked for Hotel's various operation verticals, such as **concierge, bell desk, reception** and suite lounge's reception

TGI Friday, Noida, India

December 2015

Food & Beverage operations Intern

Served the guest tables at the **resto-bar** and assisted in the **kitchen operations**

Achievements

- Appointed as **The Cultural Secretary** of the college house - Sarasvati, and Headed various culinary events and cultural festivals in college
- Selected in the **Core committee** of the dramatics club as the **Lead Director** and represented WGSHA at multiple inter-college events for mime category

Additional Skills

Language Skills: Hindi, English

Software Skills: Microsoft office, Adobe Photoshop (basic) Word press (basic)

Interpersonal Skills: Excellent written and verbal skillset, Active listener

Personal Traits: Self-Aware, Disciplined, Calm, Physically Fit and Focused

Why do I wish to work at Travel XS?

I am a Hotel Management graduate who ardour travel, fitness, and nature. My time at WGSMA and my diverse experience in the hospitality industry have honed my ability to deliver impeccable service, organize events, and understand people and their problems.

The most important learning that I believe I gained from being in the industry is resilience. Resilience makes me a go-getter and equips me with dynamic adaptability to work and excel in the most challenging times. 2020 being the year that brought losses especially to the hotel industry which I was a part of, I still aim to cross hurdles and move towards a new chapter in my career trajectory. Having experience in the sales vertical, I see myself shifting gears and bend my trajectory towards the function for a long term. I consider the position of *Business Development Executive at Travel XS*, an opportunity to kick-start my professional journey yet again after such a hard-stuck year and to channelize all of my enthusiasm and focus to adhere to my role and responsibilities.

What skills and talents of mine make me suitable for this role?

I strongly believe that my experience and skills make me suitable for the role, whereas my passion for travel will further bolster the fuel to success in the role. Having worked at one of the busiest Hotel in the north – ITC Maurya, I had the opportunity to work in the sales team that helped the hotel to generate revenue via bulk bookings. In my experience of 6 months at the property, I was intensely involved in various processes in sales, ranging from cold calling Indian as well as International corporations to assisting my seniors in deal closures.

Being from one of the best hotel management colleges in the country, I took full advantage of the offerings that the college made in terms of skill development and networking in the hospitality industry. Knowing the semantics and basic technicalities associate with the industry, I find myself in tune with the knowledge required to work at the position efficiently and help clients solve their problems.

Lastly, being a manager at a store in Bangalore during my full-time work experience at McDonald's, I was able to polish skills such as effective communication skills, efficient service delivery & operations, working in a cross-functional environment, and empathy. These skills helped me create a positive environment even in high-demand situations.

My travel and trek experience that I'd like to share.

I do enjoy traveling especially around the holidays. I've been fortunate enough to travel to some of the most beautiful and serene places across India such as Kudremukh, Kundadiri, Agumbe, Coorg, and Shimoga. These places are located close to the Western Ghats and depending on the plan, I've traveled via bike trips, went on moderate treks, and visited tourist places with my friends or family. I have also visited many beaches and islands near the Udupi district of Karnataka and also traveled to Gokarna. In North India, I have trekked to Kheerganga, Dhanaulti, and Rishikesh on more than one occasion. I always prefer riding to these places on my motorcycle and then trekking on routes that are possible only on foot. I trek to an extent till my appetite for adventure is fulfilled.

Thank you for your time and consideration.