

S.V.V Sivakumar Chintakula

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Career Objective

Dedicated and customer-focused hospitality professional with 2+ years of experience in hotel management and operations. Proven ability to oversee daily operations, manage staff, and ensure exceptional guest satisfaction. Skilled in optimizing operational processes and enhancing service quality, aiming to contribute to a dynamic team as an Operations Manager.

Educational Qualification

SL. No	Course	Name of Institute	Year of Passing	Percentage
1	B.Sc (BHM)	Chanakya Management College	2020	70%
2	Intermediate	Sri Chaitanya Junior College	2015	49.1%
3	S.S.C	Prathibha Edu-care School	2013	6.5 (CGPA)

Skills

Operational and Strategic Management: Operational Management, Process Improvement, Inventory Management, Menu Engineering, Budget Management, Strategic Planning, Critical Thinking, Multitasking, Time Management, Attention to Detail

Guest and Staff Relations: Guest Relations, Handling Complaints from Customers Spontaneously, Communication, Interpersonal Skills, Empathy, Staff Management, Team Leadership, Training and Mentoring, Allocating Duties to Downline Staff, Performance Evaluations, Building Strong Relationships

Customer Service and Problem Solving: Customer Service, Addressing Customer Queries, Ensuring Standards Compliance (hygiene, performance), Complaint Handling, Conflict Resolution, Problem-Solving, Negotiation, Adaptability

Tools & Softwares: MS Office, Company whitelisted CRM application

Work Experience

SQUARE YARDS, Hyderabad
Property Manager

September 2024-Present

- Handled tenant inquiries, lease agreements, and conflict resolution.
- Ensured timely communication with tenants regarding maintenance and property updates
- Coordinated repairs and maintenance with contractors to ensure properties were in excellent condition.
- Prepared and managed annual budgets, including forecasting expenses and revenue.
- Ensured compliance with local property regulations, zoning laws, and safety standards

- Built and maintained relationships with contractors, vendors, and service providers.
- Proven ability to handle multiple properties and deadlines efficiently.

Stanza Living, Hyderabad

June 2022 – September 2024

Residence Captain

- Managed daily operations of a 120-room hostel with a capacity of 300 occupants, ensuring a high level of guest satisfaction.
- Supervised a team of 9 staff members, providing training, guidance, and performance evaluations to maintain service excellence.
- Addressed customer queries by promptly assigning relevant vendors to resolve issues, ensuring timely updates and solutions.
- Conducted regular food quality inspections to maintain high standards of hygiene and guest satisfaction.
- Handled hostel billing processes, ensuring accuracy and timely processing of payments and invoices.
- Implemented operational policies and procedures to enhance efficiency and service delivery.
- Coordinated maintenance and repair activities, ensuring minimal disruption to hostel operations and guest comfort

Additional Experience and Skills

- **Handling Bar Operations:** Experienced in managing bar operations, ensuring compliance with service standards and guest satisfaction.
- **Restaurant Equipment Management:** Skilled in handling restaurant equipment and maintaining inventory for smooth operations.
- **F&B Outlets Exposure:** Gained exposure in various F&B outlets, including Polo Lounge bar, TK's, and the Qube.
- **Standards Compliance:** Ensured adherence to set standards in outlets, including hygiene and performance.
- **Menu Engineering:** Involved in menu engineering to optimize food and beverage offerings and profitability.
- **Staff Management:** Allocated duties to downline staff and assisted managers in preparing necessary reports.
- **Complaint Handling:** Effectively handled customer complaints promptly to maintain high levels of guest satisfaction.

Personal Details

Name: Sai Veera Venkata Siva Kumar Chintakula

Age: 27 Years

Gender: Male

Material Status: Unmarried

Nationality: India

Languages: Telugu, English & Hindi

Awards and Certificates

- Recognized as “**Best Employee**” in **2022 and 2023 by Stanza Living** for exceptional performance, dedication, and outstanding contribution to hostel operations and guest satisfaction.
- **Restaurant Captain** certifications