

# RESUME

Name : Suma Gajul  
Date of Birth : 3<sup>rd</sup> February 1993  
Nationality : Indian  
Sex : Female  
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## Education Profile:

2011- 2014                      Anjuman-I-Islam Institute of Hotel Management & Catering Tech  
University of Mumbai, Mumbai.  
**Degree in Hospitality Studies specialization in Sales & Marketing**

2009 – 2011                      Wilson Collage, Mumbai  
University of Mumbai  
**Higher Secondary School Examination**

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## Skills /Knowledge:

- Highly confident and ensure eye for details.
- Excellent Communication skills spoken and written.
- Quick learner and great adaptability.
- Local language skills – Arabic.
- Good knowledge and understanding about Hospitality.
- Good knowledge about the GCC market in terms of Hotel Business and clientele.
- Can assure to get potential leads from different GCC countries, Especially Qatar, Bahrain & Oman.
- Confident at negotiation and selling strategies.
- Reservations & Events are key strengths of my career background.
- Managing OTA and channel manager systems. And good understanding of the Hotel contracts with Travel Agents, Leisure contracts and Corporate Business.
- Marketing skills, publicizing the product on different social networking channels and content management on the website.
- Extremely passionate about Travel & Tourism and exploring to different countries & cultures.
- Handling of payroll and HRA systems and managing some HR activities including L&D departmental trainings to the new joiners.

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## Work experience:

**November 2019 – Till Date: Mercure Grand Hotel - Seef**

**Asst. Sales Manager, Sales & Marketing**

Proactively handling corporate sales and Banquet sales.

Business segment managing is government, embassies, semi –government, education & training and Banks and insurances. Cordially managing existing business accounts. Actively fetching new leads to materialize further.

**July 2018 – November 2019: Park Regis Lotus Hotel, Bahrain****Sales Manager, Sales & Marketing**

Proactively handling government segment and major corporate accounts. Corporate Sales (open Segment) and events. Additionally, handling revenue and reports for the regional office based in UAE. Managing OTAs, and wholesalers on reservations aspects. And fetching for new business actively in the Market on catering and room sales.

**March 2017 – July 2018: Ramada Bahrain****Sales & Marketing Executive, Sales & Marketing**

Part of Sales & Marketing Department assisting the Sales Director and client queries & following up on them on regular basis. Setting up meetings with clients. Managing existing and new accounts. Reactively out for sales calls. Getting potential leads for the business prospective. Managing accounts for future business. Hosting Events and continuously fetching updates on Hospitality Market trends. Majorly managing catering & marketing part of the Hotel. Actively working on social media and marketing channels associated with rooms sales and F&B. Carrying out promotional shoots for the menus, promotions for the property. Fetching for new media accounts to raise the PR of the property.

**Human Resources Department – Cross training (6 months)**

Managing major office operations including visa processing and medical of the employees.

Basic training on HRA systems and LMRA systems.

Conducting orientation. supporting HR manager on regular departmental trainings and in terms of recruitment. Handling staff committee and employee survey and complaints. Additionally, assisting in staff allocation for accommodations and inspections

**May 2015– Feb 2017: Anantara Hotel & Resorts****Al Baleed Resort Salalah by Anantara, Oman (Pre – opening)****Reservations Team Leader**

Part of pre-opening team. Currently responsible in setting up system for revenue management (OTA and Wholesalers), reservation system set up and trainings for newly joined team members. Also an integral part for setting standards based on Brand and SOP. Handling most part of inventory management on reservation channels and some part of E-commerce section.

**Banana Island Resort Doha by Anantara, Qatar****Reservation Sales Agent**

Responsible for guest calls and queries to the reservation department. Responsibilities also included managing wholesalers and travels agents for allocations, stop sale and adhering to OTA strategies. Update all systems and reviewing contracts. Assisting Revenue management in reporting and yielding revenue over and above all reservation functions.

**Dec 2014-Apr 2015: Westin & Le Meridian Bahrain City Centre****Complex Guest Relation Officer**

Responsible for guest check in and check out along with all their needs. Apart from Front office functions, updating guest profile and updating GEI (feedback score) along with daily, weekly and monthly reporting.

**March 2014- December 2014 Four Seasons Hotel, Mumbai****Front Office Associate / Catering Assistant**

Part of the communication department as a first point of guest contact. Coordinated with other departments for guest requests, adhering to brand policies and emergency standards. Also, part of training new joiners for hotel policies and procedures.

**2013 Taj Land's End, Mumbai****Six Months Industrial Training**

As a part of my Hotel Management, successfully completed six months practical training in Front Office, Housekeeping, Sales and Catering Sales.

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***Languages:***

English	-	Fluent (Written / Spoken)
Hindi	-	Fluent (Written / Spoken)
Arabic	-	Work Knowledge (Written / Spoken/Read)
French	-	Basic

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**References -**

Mr. Ihab Bajjas  
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