

Hiten Patel
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Professional Objective

To deliver exceptional customer service while achieving organizational goals and contributing to a better future.

Skills

- Proficient in MS Office Suite (Word, Excel, PowerPoint)
 - Expertise in Point-of-Sale Systems, Opera, and MARSHA
 - Familiarity with Citrix, Interaction, Guest Connect
 - Strong interpersonal and communication abilities
 - Comprehensive knowledge of reservation and revenue management systems
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Professional Experience

Lead – Product Sales and Reservations

Vail Resort, Whistler Blackcomb, Whistler, BC

August 2020 – August 2023

- Sold products and services across U.S. and Canadian resorts via phone, email, and in-person interactions.
- Managed pass administration tasks, including cancellations, upgrades, and refunds.
- Collaborated with departments such as Guest Services, Retail, and Rentals.
- Trained and supervised staff, ensuring adherence to company policies.
- Enhanced guest experiences through effective problem resolution and upselling techniques.

Overnight Front Desk Agent

Pan Pacific Hotel, Vancouver, BC

February 2020 – July 2020

- Managed check-ins, check-outs, and guest reservations while handling complaints efficiently.
- Conducted night audits and prepared financial reports.
- Coordinated with multiple departments to ensure seamless guest experiences.

Produce Supervisor

Creekside Market, Whistler, BC

September 2018 – August 2019

- Supervised stocking, pricing, and inventory management.
- Conducted quality checks and ensured customer satisfaction.
- Trained and mentored new employees.

Front Desk Supervisor

Super 8, Sarnia, Ontario

March 2017 – July 2018

- Oversaw reservation systems, cash handling, and guest relations.
- Conducted night audits and generated operational reports.
- Addressed and resolved guest concerns promptly.

Assistant Manager – Reservations & Revenue

Ibis Hotels (Pre-Opening Property), Chennai, Tamil Nadu, India

April 2014 – February 2015

- Managed e-channels and updated third-party sites for consistent branding.
- Conducted competition surveys to set group rates and optimize revenue.
- Developed marketing tools and exclusive packages to attract clients.

Guest Service Associate & Reservations/Revenue

Marriott International, India

December 2010 – March 2014

- Analyzed booking trends and tracked cancellations to enhance revenue strategies.
- Coordinated with airline crews and managed travel agent commissions.
- Delivered exceptional customer service, addressing guest needs and resolving concerns.

Education and Training

- **Master's in Human Rights & Social Justice** (Expected August 2025)
Thompson Rivers University, Kamloops, BC
- **Graduate Diploma in Business Administration** (December 2024)
Thompson Rivers University, Kamloops, BC
- **Post-Graduate Diploma: Hospitality Management** (December 2016)
Lambton College, Sarnia, Ontario
- **Certified Food & Beverage Controller** (December 2016)
AHLEI Hotel and Lodging
- **B.Sc. in Hospitality and Hotel Administration** (May 2010)
Institute of Hotel Management & Catering Technology, Chennai, India

Accomplishments

- Received six Letters of Appreciation from the General Manager at Marriott International, including three consecutive months.
- Earned the Appreciation Badge for exemplifying six core values at Vail Resorts.
- Received exceptional guest reviews on TripAdvisor for outstanding service at Accor Group.
- Awarded the Dean's Award for academic excellence in 2017 at Lambton College.
- Recipient of the Ken Lepin Scholarship for academic achievement in 2023.
- Recognized with a scholarship for achieving the highest grade in class.