



CHANDRA SUVEDI

📍 POKHARA, NEPAL 📞 985-1129442

◦ DETAILS ◦

Pokhara
Nepal
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Nationality
Nepalese

◦ LANGUAGES ◦

Nepali
English
Hindi

◦ SKILLS ◦

Hospitality Service

Microsoft Excel

Marketing Management

Sales

Customer Service

Hospitality

Front Office

SAP CRM

Microsoft Word

HotSOS (Hotel Software)

Operations

Microsoft Office

Microsoft Outlook

Teamwork

◦ HOBBIES ◦

Travelling/ Movie / Nature



PROFILE

Career Objective: A highly motivated and experienced professional with a diverse background in sales, hospitality management, and customer service, seeking a challenging position where I can leverage my skills and expertise to contribute effectively to organizational success. With a proven track record of driving sales growth, optimizing operations, and fostering strong client relationships, I am eager to apply my talents in a dynamic work environment.



EMPLOYMENT HISTORY

Sales Officer -MT/HORECA/Institution at (Sujal Dairy Pvt Ltd, Pokhara

August 2022 — Present

- Trained and mentored sales representatives on effective sales techniques, resulting in an increase in sales closures by 15%
- Managed a team of sales representatives, leading to a 15% increase in sales
- Developed and maintained an up-to-date database of contacts and vendors, ensuring accurate and timely communication

Front Office Manager at Hotel Shaara Pvt. Ltd, Pokhara

June 2022 — August 2022

- Developed and implemented customer service standards that resulted in a 40% increase in customer satisfaction ratings
- Developed and implemented a system to track customer feedback and complaints, resulting in improved customer service
- Designed and implemented a customer loyalty program that increased customer retention rate by 30%
- Created and managed a budget that resulted in a 20% increase in profits
- Created and implemented staff scheduling system that reduced labor costs by 15%
- Developed and implemented a system that improved communication between departments, resulting in a 60% increase in efficiency

Restaurant Manager at Fahrenheit Thakali Kitchen & Multi-Cuisine Thamel, Kathmandu

January 2020

- Monitored inventory levels and placed orders to ensure adequate stock of food and supplies
- Analyzed customer feedback and implemented changes that led to a X% increase in customer loyalty
- Maintained a high level of customer satisfaction by ensuring prompt, friendly service and addressing customer feedback
- Developed and implemented effective strategies to reduce labor costs by 10% while meeting customer demand
- Created and maintained a comprehensive training program that improved overall employee performance and retention by 40%
- Created a marketing plan that resulted in an increase in customer visits by 30%

Food & Beverage Executive at Universal Taudhaha Banquet Taudhaha, Sonoli

January 2019

- **Sales and Marketing Executive at Global Travel Service Naxal-02, Kathmandu**
January 2018
- **F&B Waiter / Bartender at Hyatt Regency Dubai & Galleria Deira, Dubai**
July 2016 — April 2018
5 Star-Luxury Property Aug, 2016–April 2018 Title: F&B Waiter / Bartender
- **F&B Operation Trainee at Hyatt Regency & Galleria Deira, Dubai**
June 2015 — June 2016
5 Star-Luxury Property June 2015-June 2016 Title: F&B Operation Trainee
- **F&B & Housekeeping Trainee (Intern) at Vivanta by Taj Bangalore**
May 2013 — October 2013
5 Star-Luxury Property May 2013–Oct 2013 Title: F&B & Housekeeping Trainee (Intern)

EDUCATION

- **MBA in Hospitality Management, Janapriya Multiple Campus (Tribhuvan University), Pokhara**
January 2021 — January 2023
- **BA- International Hospitality and Tourism Management, Silver Mountain School of Hotel Management (Queen Margaret University, UK), Kathmandu**
January 2011 — January 2016

COURSES

- **Certified Guest Service Professional (CGSP- GOLD) , American Hotel & lodging Educational Institute,**
July 2014
- **Modern Destination Marketing Management and Writing Winning Proposal , Pacific Asia Travel Association, Nepal chapter**
January 2014 — January 2014
- **Hospitality Manager: Leadership , American Hotel & lodging Educational Institute,**
March 2020 — March 2024