

CHANDU KIRAN (CK) . CHAGANTI



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ACCOMPLISHMENTS

- Have gained knowledge on RGI and Revenue Management Strategies of IHG Group.
- Increased sales by 26% each month and maintained so far.
- Have participated in IHG Global Show India 2019 and gained experience in targeting Indian Weddings and MICE.
- Followed up and kept track of expected business forecast from the local and International
- Market research performed an average of 80 follow-up phone calls per day to undercover client needs and desires regarding hospitality standards and services.

PROFESSIONAL SUMMARY

OBJECTIVE: Top producing sales professional and expert in the over all operational activities in Hotel industry.
Dynamic communicator who consistently exceeds goals and company expectations.

SKILLS

Team leadership	Extremely organized
Data management	Client assessment and analysis
Team liaison	Risk management processes and analysis
Budgeting and finance	Process implementation
Self-motivated	Conflict resolution
Strong verbal communication	

WORK HISTORY

INTERCONTINENTAL REGENCY MANAMA, KINGDOM OF BAHRAIN

SINCE Oct 2018 – Oct 2019

Sr. Sales Manager (Corporate and Travel)

- Learned and developed the skills of IHG Way Sales, Brand Standards and Policies.
- Ensuring the sales department is always prepared for business.
- Having strategic plan in place to achieve the given targets for Rooms and C&E 2019 Quarterly
- Visiting clients as well as entertaining potential clients within the hotel.
- Developed strong relationships with both new and old customers.
- Focus on RGI & STR reports on daily basis and understand the IC position for better results.

BEST WESTERN PLUS THE OLIVE, JUFFAIR, KINGDOM OF BAHRAIN

SINCE MAY 2015–14 Aug 2018

DIRECTOR OF SALES & MARKETING

- Implemented Sales & Marketing strategies which resulted in 30% growth clientele base.
- Since Nov 2014 continuously visiting the Saudi Arabia for Sales Calls twice a week.
- Initiated two key partnerships which resulted in 54% revenue growth.
- Worked directly with departments, clients, management to achieve monthly results.
- Leads the Sales Team and motivate them in a good manner to have clear understanding on targeting the given budgets.
- Responsible in signing OTA contracts and monitoring the rate strategy of all the segments.
- Manages the Social Media Marketing Strategies in daily basis.
- Responsible for all branding that it is complaint to BW Hotel & Resorts Standards.

BEST WESTERN PLUS THE OLIVE & PARK REGIS LOTUS HOTEL –JUFFAIR, BAHRAIN MAY 2017 – Feb 2018

CLUSTER DIRECTOR OF SALES & MARKETING

- Worked for reviewing the Park Regis Brand –Stay Well Hospitality contract under the guidelines of Group General Manager and Chairman.
- Coordinated with Park Regis Head Quarters in negotiating the Brand Fees to the Chairman expectations.
- Successfully done the launch of Park Regis Lotus Hotel Signing Ceremony.
- Completed the given tasks successfully signing all the OTA Channels, Channel Manager, Hotel Website Content, Hotel Rate Strategy and complete Logistic support for hotel Soft Opening.
- Represented Park Regis Lotus Hotel as a brand new hotel part of Best Western Plus owner to all my corporate and travel agent clients by email and verbal in my daily Sales Calls Visits.
- Conducted International Apparel Fashion Sale in 1000 Capacity Hall for 4 days which bring on average 6000 public crowd per day leads to brand new hotel success start.

BEST WESTERN PLUS THE OLIVE & BW HAWAR ISLAND RESORT –JUFFAIR, BAHRAIN MAY 2015–DEC15

CLUSTER DIRECTOR OF SALES & MARKETING Achieved Corporate Leisure Revenue by 32%.

BEST WESTERN PLUS THE OLIVE HOTEL, JUFFAIR, KINGDOM OF BAHRAIN

SEP 2012 – MAY 2015

Sr. SALES MANAGER

- Sell hotel guestrooms groups, catering services, and banquet facilities through direct client contact to maximize total rooms revenues and profits.
- Establish client base of organizations, associations, social, and corporate businesses through direct outside and inside sales effort for the purpose of securing business for the hotel to ensure that predetermined sales expectations are met and exceeded.
- Develop and maintain relationships with key clients in order to produce group business Negotiate guest room rates, meeting room rental, function space, and hotel services within approved booking guidelines and follow up to ensure guest satisfaction.
- Confirm in writing to the client all requirements via sales contract.

- Conduct tours of the hotel and banquet facilities; entertain qualified potential clients in accordance with company and property policies and procedures.
- Since 2014 Visiting Saudi - Eastern Province weekly twice as compulsory.
- Responsible for controlling the room rates in all the e -marketing sites since 2012 along with contract renewals and major follow ups.

GRAND SAFIR HOTEL – AL SAFIR HOTEL & TOWERS GROUP – JUFFAIR, BAHRAIN JAN 2012 – AUG 2012
SALES MANAGER

- Worked with owner to increase hotel guest visits internationally having relationships with government, corporate and international travel agencies. Created social media and updated hotel website to appeal to international clientele and gain hotel awareness using SEO methods and cultural sensitivity and knowledge.
- Lead sales office team, front office and reservation team in a day to day basis.
- Do the sales calls visit every day not less than 6-8 companies in a day and update the visit report to MD.
- Contacted all the e-marketing online sites for negotiating on the hotel policies prior to the renewal and signing the contracts.
- Attended all the major local exhibitions happening in BECA and Gulf Hotel Conferences.
- Compare the rates with competitors and prepare the action plan accordingly.
- Created the up selling policies for front office team.
- Recruited, interviewed and hired individuals who would add value, dedication and knowledge to the sales team.

AL RAYA SUITS HOTEL, SANABIS, KINGDOM OF BAHRAIN JUNE 2011 – JAN 2012
SALES EXECUTIVE – CORPORATE

- Visiting daily 8 Companies and introduce myself and Hotel facilities & Services.
- Justify to the Sales Team and Management the potential companies in a daily briefing. Prepare Sales Call Report with highlights of the productivity in a daily basis.
- Prepare Weekly Analysis Report which included Source of Market Business
- Converted 7 New Clients into Business on the Books who generates BD. 8000/ per month room business.
- Increased Key Accounts Business room nights by offering special packages.

AL BAYRAK & AL JAZEERA HOTEL APARTMENTS, DOHA- STATE OF QATAR
BUSINESS DEVELOPMENT OFFICER

JUN 2010- MAY 2011

- Ensured that client inquiries were handled professionally and efficiently Participated and actively engaged in strategy meetings with other shareholders.
- Negotiated and closed long-term agreements with new clients in assigned territory.
- Identified issues and crafted unique and immediate solutions to remedy them.
- Managed the highest volume account in assigned territory.
- Evaluated current service needs and product satisfaction levels with established customers.
- Maximized revenues in several programs by implementing creative sales training techniques.
- Developed and implemented value-added strategies for Hotel to increase profitability.

WHITE HOUSE MARKETING - AL SAFIR HOTEL & TOWER GROUP, BAHRAIN
SALES EXECUTIVE

MAR 2009 – FEB 2010

- Interacted with problematic accounts, helping to build lasting rapport and boosting revenue opportunities.
- Developed new business by networking with valuable customers.
- Established new customer accounts through perseverance, dedicated cold calling and exceptional service.
- Immediately addressed problems with customer accounts to promote quick resolution.
- Communicated with vendors regarding back order availability, future inventory and special orders.

DAHBASHI ENGINEERING GROUP OF COMPANIES - DUBAI, UNITED ARAB EMIRATES
FIELD SALES REPRESENTATIVE

NOV 2007 - JAN2009

- Supported immediate manager with daily operational functions.
- Learned sales & marketing strategies which resulted in 30% growth of customer base.

SHERATON HOTEL –MANAMA, KINGDOM OF BAHRAIN

JAN 2006 – NOV 2007

GUEST SERVICE AGENT

- Answered an average of 60 calls min per day by addressing guest in house inquiries, solving problems and providing new product information.
- Politely assisted guests in person upon Guest Check In & Check Out
- Provided an elevated guest experience to generate a loyal clientele.

QUALIFICATION:**MBA:**

AUD University, Master of Business Administration - 2008

3 YEAR BUSINESS HOTEL MANAGEMENT & CATERING TECHNOLOGY:

Westin College of Hotel Management, A.P, India 2003-2006.

MPC 11th & 12th Class:

Nalanda College of Arts & Science, A.P, India - India 12th Class – 2003.

10th Class:

AISLE - ANGLO INDIAN SCHOOL LEAVING CERTIFICATE 10th Class – India, 10th Class – 2001

PERSONAL INFORMATION

Father's Name : Ch. Dharma Rao

Date of Birth : 18/08/1984.

Nationality : Indian

Marital Status : Married. [Dependents wife, daughter 6 years & Son 3 years old]

Languages Known : English, Hindi, and Work Knowledge on Arab & French.

Passport Details : Z4841576

Driving License : Bahrain, UAE and Qatar.

INTERESTS

Hobbies : Swimming, Chess, Caroms, Listening to News, Reading Books, Cricket, Shuttle, Football etc..

REFERENCES

Upon Request

All the above stated information is correct and true to my knowledge.