

Pratik Das

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Career Objective

To secure a dynamic position as a **Front Office or Community Executive** in a reputable organization where I can leverage my skills in front office operations, client servicing, vendor coordination, and administrative management. I seek to contribute to a professional environment that values efficiency, hospitality, and proactive service, while continually enhancing my expertise through hands-on experience and continuous learning.

Key Skills & Personal Qualities

- Strong front office and administrative management skills
- Excellent communication and interpersonal abilities
- Proficient in vendor coordination and invoice processing
- Skilled in travel and accommodation planning within budget constraints
- Effective multitasker with strong organizational and inventory management skills
- Reliable in handling petty cash, documentation, and financial tracking
- Adaptable team player with a customer-focused approach
- Proficient in MS Office and general office equipment handling

Professional Experience

1. Community Executive

Smart Works, Bangalore | Feb 2024 – Present

- Managed front office operations by greeting clients, handling calls, and coordinating with internal departments for smooth workflow.
- Performed administrative duties including mail handling, document processing, and maintaining a clean, professional reception area.
- Coordinated meetings, appointments, and maintained up-to-date scheduling systems.
- Oversaw vendor management including tracking monthly invoices, processing payments, and maintaining accurate records.
- Supported housekeeping, security, and support staff coordination to ensure seamless daily operations.
- Monitored office inventory regularly and managed procurement of office and housekeeping supplies.
- Maintained stock registers and processed purchase indents to fulfill department requirements.
- Ensured high standards of client and guest service, providing prompt resolution to queries and maintaining strong relationships.

2. Commis Chef Level 3

EatFit, Bangalore | Nov 2019 – May 2020

- Proficient in various cutting techniques: Brunoise, Chiffonade, Julienne, etc.

- Maintained food quality and safety standards (trained in Safe Food Handling).
- Handled mis en place for service and independently managed kitchen sections.
- Ensured hygiene, presentation, and kitchen cleanliness.
- Demonstrated creativity in staff meal preparation.

3. Captain – Guest Relations Executive

OYO Rooms, Bangalore | June 2018 – Oct 2019

- Handled guest check-ins/check-outs and coordinated staff responsibilities.
- Managed cleanliness, guest satisfaction, and reservation system updates.
- Enhanced guest experience through proactive interaction.
- Maintained compliance with hotel credit and service standards.

4. Guest Relations Executive

Sheraton Grand Whitefield Hotel & Convention Centre, Bengaluru | Jan 2018 – April 2018

- Assisted front desk operations including extensions and room changes.
- Ensured high-quality guest farewells and service delivery.
- Provided operational support and participated in training meetings.

5. Kitchen Intern – Bakery Section

Hyatt Regency, Kolkata | Nov 2016 – Mar 2017

- Supported chefs in preparation of bread, cookies, and pastries.
- Served bakery items to guests and maintained counter hygiene.

Training & Certifications

- Industrial Exposure Training in Banquet, FO, Housekeeping, and Kitchen (Bakery) – Hyatt Regency, Kolkata
- Seminar Attended: “Soft Skills Development” – GNIM

Education

- Bachelor in Hotel Management – Guru Nanak Institute of Hotel Management, Kolkata (2018) | GPA: 8.52
- Higher Secondary – NIOS (2015) | 70%
- High School – Kendriya Vidyalaya, Santragachi (2007) | 63%

Additional Information

- Languages: English, Hindi, Bengali
- Nationality: Indian
- Gender: Male
- Height: 5’11”

Declaration

I hereby declare that all the information provided is true to the best of my knowledge and belief.