



## SARUN MAMBULLI

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*Over 9 years of experience in various areas of service delivery , Hospitality Industry , including Revenue, Account Management, System Management, Training / L & D*

### **Career Objective:**

Seeking a deserving profile in the hospitality sector, where I can deliver my expertise and innovative hospitality skills, while maintaining the integrity and work ethics of the working environment, thereby maintaining the reputation of the organization.

### **Career Timeline:**

**Property** : **Holiday Villa Hotels & Residence**  
**Location** : Doha; State OF QATAR  
**Group** : Holiday Villa Hotels & Resorts Malaysia & International

Four star property with Five star facilities situated in the heart of Doha with 357 hotel rooms and 396 fully serviced apartm  
Started maneuver on 2009 July . With 07 Banquet halls , 01 multi cuisine international resturant,01 dedicated Chinese and  
Gym , Spa , Swimming pool and saloon eminent in the city.

**Role** : **Credit Executive 2016 > 2017**  
**Experience** : Monitoring periodic credit reviews  
Checking customer's credit ratings

Deciding whether or not to offer the credit based on their rating  
Dealing with internal queries about payment

Ensuring customers pay on time  
Negotiating re-payment plans

Maintain coordination with Sales  
Department Handling bulk group invoicing  
and follow up Conducting Credit Meeting on  
monthly basis Conducting training sessions  
for new employees who deal with credit

**Property : Holiday Villa Hotels & Residence**

**Location : Doha; State OF QATAR**

**Group : Holiday Villa Hotels & Resorts Malaysia & International**

**Role : Credit Supervisor 2013 > 2016**

**Experience :** Reporting to the Assistant Financial Controller & Credit Manager  
Responsibilities and essential job functions include but are not limited

Supervise, train and develop associates to ensure the accurate and timely processing of all invoices  
Research, explain and resolve any variances.

Accountable ability stand and move all through the front office and carry out essential job functions  
continuously. Handling with all the credit account companies

Daily credit balance review

Follow up for payment with open credit companies

Review the ageing report on monthly basis Prepare  
the invoices on daily & monthly basis

Make sure that all the invoices are reaching to the clients without any  
delay Preparing account statements on monthly basis

Handling GIT guest account

Preparing Performa

Coordinate with Sales department to ensure that the credit companies are off limit

**Property : Holiday Villa Hotels & Residence**

**Location : Doha; State OF QATAR**

**Group : Holiday Villa Hotels & Resorts Malaysia & International**

**Role : Credit Assistant 2011 > 2013**

**Experience :** Tracked and process accounts and incoming payments in compliance with financial policies and procedures  
Performed day to day financial transactions including verifying, classifying, computing, posting and recording A/R data  
Prepared bills, invoices and bank deposits

Verified discrepancies and resolve clients' billing issues

Facilitated swift payment of invoices due to the organization by sending bill reminders and contacting clients  
with outstanding accounts

Generated financial statements and reports detailing accounts receivable status

**Property : Holiday Villa Hotels & Residence**

**Location : Doha; State OF QATAR**

**Group : Holiday Villa Hotels & Resorts Malaysia & International**

**Role : Night Auditor 2009 > 2011**

**Experience :** Senior Night Auditor since the property pre - opened  
Ability to balance and post charges accurately.

Responsible for ensuring that all charges for the day have been properly posted to the appropriate guest folio

Handle the tasks of ensuring that all food and beverage outlets are balanced

Make sure that all miscellaneous and front office charges as well as adjustments have been posted and balanced out

Ensure that all the charges of the guest have been balanced and appropriate

Ensured reports have been run and all supporting documentation is attached to the appropriate report

Tasks of preparing and distributing managers' report on a daily basis

Manually balance and directly deposit credit cards

**Property : Avenue Regent**

**Location :** Ernakulam, Kochi, Kerala

**Group :** Avenue Hotels

A 4 star luxury hotel on M.G Road, Cochin. This stylish hotel boasts 55 luxurious rooms, a fine dining restaurant, a lounge style tapas bar and a trendy café among other facilities.

**Role : Front Office Junior Executive 2008 > 2009**

**Experience :** Total In Charge of front desk in the absence of Duty Manager

Provided efficient, friendly and cordial service at the front desk  
Provided friendly and efficient check in an out service

Positive and clear speaking voice as well as listen attentively to understand requests  
Welcome and great guests immediately

Collect and record traveler cheque, vouchers and other forms of payment  
Make change, handle cash and balance on assigned house bank

Quickly answer the telephones by using clear and positive English communication  
Closing the guest's accounts at the time of checkout

Put in messages into the PMS

**Property : The Muthoot Plaza**

**Location :** Thiruvananthapuram, Kerala

**Group :** Sarovar Hotels

The Muthoot Plaza is set for 57 well-appointed rooms and suites with international standards. And provides a world of comforts right

the fingertips of the discerning business traveler, besides offering the trademark of the Sarovar Hotels hospitality, an affiliate of the Carlson Hotels World Wide

**Role : Guest Relation Assistant 2007 > 2008**

**Experience :** Assisted guests throughout their stay with their requirements, handled guest feedback, provided direction.

Handled guests' mails and messages, and answered phone calls.

Worked towards maximizing room revenue by up-selling to a higher rate category and selling the highest possible rates for walk-in guests

Performed any related duties and special projects as requested by the Front Office Manager/Assistant FOM & FODM  
Comply with hotel and department policies and procedures at all times

Maintained the privacy of all guests by ensuring that no details of the guests are disclosed to anybody

### **Professional Training**

Front Office Guest Relation Assistant in Avenue Regent Cochin, Kerala

Food & Beverage Server in Kumarakom Lake Resort Kottayam, Kerala

### **Achievements**

Supervisor of the Year in Holiday Villa Hotel & Residence Doha

Foremost Night Auditor in preopening team In Holiday Villa Hotel & Residence Doha

Best Student In Hotel Management from IIMS Cochin, Kerala

Have received a number of client appreciations for exceptional service provided on the job

### **Education**

Diploma In Hotel Management from Indian Institute Of Management Studies

Secondary Schooling with Electronics from Vocational Higher Secondary Technical School Palakkad

High Schooling from Pandit Mothilal Government Model Higher Secondary School Palakkad

### **Technical Knowledge**

Hotel ERP

IDS Fortune / Softbrands Epitome / Softbrands Squirrel / IDS Next 6I

Advance Knowledge in MS Office

Intermediate Knowledge in Hotel EDP functions

### **Personal Profile**

Date of Birth : 31-Mar-1987

Nationality : Indian

Passport Number : P7154906

PAN Number : AFVFN1541B

Marital Status : Married

Linguistic Ability: English, Hindi, Tamil, Malayalam

Personal Strength: Leadership skills, Self-confidence, Optimism and Hard working

Hobbies : Cooking , Photography, Travelling

### **Declaration**

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.