



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 and out service
Positive and clear speaking voice as well as listen attentively to understand requests
Welcome and greet 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 : AFVPN1541B
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.