

DUSHEEL MAHEY

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Phagwara, Punjab

ABOUT ME

I am a dedicated hospitality professional with expertise in customer service and hotel management. Passionate about delivering exceptional guest experiences, excel in problem-solving, leadership, and service innovation. My ability to anticipate needs, resolve challenges, and foster teamwork drives customer satisfaction and business growth. Committed to continuous improvement, I strive to create memorable experiences, elevate service standards, and contribute to lasting success in the hospitality industry.

STRENGTHS AND EXPERTISE

Customer service
Leadership skills
Communication skills

Time management
Attention to details
Customer Relationship
Management

Problem solving skills
Email etiquette
Professional attitude

PROFESSIONAL EXPERIENCE

Haveli __ Jalandhar

May 2024 - March 2025

Front Desk Executive

Accomplishments:

- Greeted guests professionally, ensuring a welcoming and positive first impression.
- Managed front desk operations, maintaining organization and smooth workflow.
- Handled multi-line phone systems, directing calls with accuracy and efficiency.
- Scheduled and coordinated meetings, appointments, and conference room bookings.
- Maintained office records and performed accurate data entry for smooth operations.
- Resolved visitor inquiries and concerns promptly, ensuring exceptional service.
- Monitored office supplies, placing timely orders to maintain inventory.
- Assisted in planning and organizing office events for seamless execution.

McDonald's __ Kuwait

April 2023 - October 2023

Service Crew

Accomplishments:

- Prepared menu items with precision, following strict quality and safety standards.
- Ensured cleanliness and sanitation compliance in dining and food prep areas.
- Restocked supplies efficiently, supporting seamless restaurant operations and workflow.
- Worked collaboratively in a fast-paced environment, ensuring smooth team coordination.
- Resolved customer concerns promptly, enhancing satisfaction and restaurant reputation.
- Managed multiple tasks under pressure, maintaining speed and service excellence.

The International Knowledge Academy __ Jalandhar
Customer Service Representative

February 2022 - March 2023
November 2023 - March 2024

Accomplishments:

- Delivered exceptional customer support, ensuring satisfaction and long-term loyalty.
- Efficiently processed service tickets, providing timely and accurate resolutions.
- Monitored online operations, ensuring compliance with standards and procedures.
- Maintained clear, professional communication to enhance team and customer interactions.
- Managed multiple priorities efficiently, meeting deadlines in high-pressure environments.
- Proactively identified service improvements, enhancing efficiency and customer experience.

Park Plaza __ Chandigarh
Internship

June 2018 - December 2018

Accomplishments:

- Handled banquet kitchen operations, including stock rotation and storage.
- Assisted chefs at live counter and ensuring a smooth workflow.
- Gained expertise in table setups and event coordination.
- Provided turn-down service and enhanced guest room experience.
- Learned guest luggage handling and banquet service essentials.

EDUCATION

Lovely professional University

Graduation in Bachelor's of Hotel Management and Catering Technology. 2020

T.W.E.I. SR. SEC. SCHOOL

12th. 2016

T.W.E.I SR. SEC. SCHOOL

10th. 2014

LANGUAGES

✓ English.

✓ Hindi.

✓ Punjabi

COURSES AND SKILLS ATTAINED

- Food Safety and Hygiene in the Catering Industry
- Food and Beverage Services
- Hospitality Management – How to Analyse and Maximize Your Restaurant's Profitability
- Meal Planning, Sanitation, and Therapeutic Nutrition
- Strategic Planning Skills

CO-CURRICULAR ACTIVITIES

- Attended a Mocktails and Cocktails Workshop conducted by Mr. Jack Jatin Kanyal at LPU, August 2018.
- Attended a Seminar cum Workshop on various techniques of preparing mocktails and cocktails, focusing on bar operations, by K D Singh and Piyush Gaur at LPU.
- Attended a Guest Lecture on cruise liner awareness by Chef Ronit, Chef Sugata Mukherjee, and Chef Rajiv Rajan at LPU, August 2019.
- Participated in an HR Conclave featuring prominent hotel brands at LPU, April 2019.
- Attended a Guest Lecture on cruise line work culture by Chef Subhadip Majumder, November 2017.