



# RAMESH RAJ ACHARYA

Abu Dhabi, United Arab Emirates  
123, United Arab Emirates

0582836629

W: rameshacharya40@gmail.com

## PROFESSIONAL SUMMARY

Dedicated professional with demonstrated strengths in customer service, time management, and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with a strong background in cultivating positive relationships and exceeding goals.

## EXPERIENCE

### Sheikh Zayed Grand Mosque (By Etihad International Hospitality and Facility Management) | Abu Dhabi, United Arab Emirates

January 2023 - Current

Assistant soft service & Assistant Housekeeping Manager

- Coordinated staff schedules to meet forecasted housekeeping needs.
- Maintained performance by assigning daily work tasks to employees.
- Protected visitors and staff by enforcing compliance with infection control policies and procedures.
- Assisted in hiring and training new housekeeping employees.
- Worked with purchasing department to maintain cleaning supply and equipment Mall, Visitors centers, Security checkpoint, and scanning areas Inspected public areas throughout the facility and monitored housekeeping performance.
- Managed supplies of chemicals, tools and spare parts for maintenance needs.
- Coordinated timely maintenance and repair of installed building equipment and critical systems.
- Coordinated plans, budgets and resources for facilities construction projects.
- Taught maintenance workers about safety and building systems.
- Oversaw facilities' leases and maintained positive tenant relations.
- Maintained daily logs, produced reports and kept maintenance records current.
- Administered contracts for special projects and ongoing services.
- Advised engineers on current building systems and maintenance requirements to provide project updates.

### Fairmont Bab Al Bahr Abu Dhabi (Accor Group) | Yas Island, United Arab Emirates, United Arab Emirates

June 2022 - December 2022

Senior Housekeeping Supervisor

- Coordinated staff schedules to meet forecasted housekeeping needs.
- Protected guests and staff by enforcing compliance with infection control policies and procedures.
- Maintained performance by assigning daily work tasks to employees.
- Monitored room occupancy and reported check-outs and vacancies to the reservations team.

## SKILLS

- Deep cleaning
- Housekeeping cost reduction methods
- Creative in various Towel art decorations.
- Monitoring tasks of F&B, Security, Pest control, and Soft FM.
- Excellent written and verbal communication skills.
- Ability to multitask.
- Excellence in customer services.
- Time management
- Room inspections
- Housekeeping staff training
- Opera, QMS, Triton, FSI(Task Evaluation)
- Sanitation management

## AWARDS

- The employee of the month Lotus Hotel Deira Dubai on 2006 March
- The Employee of the year 2006 October Lotus Hotel Dubai
- Grammy award 2008 Grosvenor House Dubai
- The employee of f the month of 2010 Grosvenor House Dubai Marina
- Best Newcomer Award Yas Viceroy Hotel Abu Dhabi U.A.E 2013 January
- Long Stay Award Received- Yas Viceroy Hotel in 2017 November
- Service Completed Certificate Lotus Hotel -Received October 2007
- Service Completed Certificate Grosvenor House & Le-Royal Meridian
- Beach Resorts and Spa Dubai by Starwood -Received -in November 2012
- Service Completed Yas Viceroy Hotel & W Hotel -4th July 2018
- prime minister of Japan Visited Presidential Palace Abu Dhabi -on 13th January 2020

- Enforced compliance with OSHA regulations and company policies.
- Supervised the performance of housekeeping and laundry staff through personal inspections and other quality control measures.
- Worked with purchasing department to maintain cleaning supply and equipment inventory.
- Supported smooth operations by providing vacant room discrepancy reports and departure reports.
- Estimated costs and prepared and managed budgets.
- Avoided work delays by keeping staffing and supplies at ideal levels.
- Determined work required for each job, estimating time and labor required to meet targets.
- Delivered efficient, high-quality cleaning services with skilled employee management.
- Resolved staff performance problems and personal conflicts with hands-on approach.
- Verified work quality and team performance with routine and surprise inspections.
- Covered all work assignments by preparing effective schedules and delegating jobs.
- Increased employee efficiency with effective work plans and improved team dynamics.
- Satisfied customers with timely service and by quickly resolving service issues.
- Selected, ordered and purchased new equipment, supplies, or furnishings.

### **Presidential Palace(Managed by Sinyar Hospitality) | Abu Dhabi, United Arab Emirates**

July 2018 - April 2022

Housekeeping & Site Supervisor (Lead AM Level)

- valuable contributions to many State Visits of different countries in UAE Cabinet Meetings, VVIP Meetings, etc.UAE Flag custodian on-site and responsible for storage, hanging, and removal prior to and after events. Rendering of bespoke services at Royal Palaces, VVIP estates, private Islands, and Governmental installations. Pre-opening Site Supervisor for Qasr al Watan.
- Attained productivity quotas, planning and prioritizing activities.
- Moved items and manipulated objects using equipment and hand tools.
- Assigned workers tasks and schedules for specific jobs based on individual strengths.
- Identified, measured and marked site locations using measuring and marking equipment.
- Analyzed problems and recommended solutions, boosting productivity and output.
- Minimized downtime impact, scheduling equipment service and repair during off-peak hours.
- Checked and verified tool and machinery functionality before shift end.

### **Yas Viceroy Hotel & W hotel Managed by Marriott | Yas Island Abu Dhabi, United Arab Emirates**

November 2012 - July 2018

Senior Housekeeping Supervisor

- Coordinated staff schedules to meet forecasted housekeeping needs.
- Monitored room occupancy and reported check-outs and vacancies to reservations team.
- Maintained performance by assigning daily work tasks to employees.
- Protected guests and staff by enforcing compliance with infection control policies and procedures.
- Worked with purchasing department to maintain cleaning supply and equipment inventory.
- Assisted in hiring and training new housekeeping employees.
- Supervised performance of housekeeping and laundry staff through personal inspections and other quality control measures.
- Inspected guestrooms and public areas throughout facility and monitored housekeeping performance.
- Enforced compliance with OSHA regulations and company policies.

- Prime Minister of Indonesia- 12th January 2020
- President of Kyrgyzstan -12th December 2020
- King of Saudi Arabia - 27th November 2019
- Montenegro President -24th November 2019
- President of Ghana - 18th November 2019
- President of Egypt -14th November 2019
- President of Russia -15th October 2019
- The State Visit of the King of Malaysia -13th June 2019
- Prime minister of Bulgaria -21st October 2018
- Vice -President of China -29th October 2018
- Prime minister of Italy -15th Nov 2018
- State Visit President of china August 2018
- Pop Francis State Visit to Presidential Palace
- President of Afghanistan
- President of Ethiopia - Presidential Palace Abu Dhabi
- State Visit president of Uzbekistan
- State Visit of Prime Minister of Pakistan - QAW

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- Avoided work delays by keeping staffing and supplies at ideal levels.
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- Satisfied customers with timely service and by quickly resolving service issues.

### **Le Royal Maridean & Grosvenor House (Starwood) | Marina Dubai, United Arab Emirates**

November 2007 - November 2012

Housekeeping Supervisor

- Maintained performance by assigning daily work tasks to employees.
- Coordinated staff schedules to meet forecasted housekeeping needs.
- Monitored room occupancy and reported check-outs and vacancies to reservations team.
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### **Lotus Boutique Hotel | Deira Dubai, United Arab Emirates**

October 2005 - November 2007

Room Attendant

- Freshened rooms with clean linens and wrapped complimentary soaps.
- Inspected rooms thoroughly for problems and contacted maintenance for repairs.
- Organized cleaning services around schedules to minimize guest disruption.
- Removed unsightly smudges and fingerprints from shiny surfaces.

- Checked doors and window lock functionality for proper safety operation.
- Cleaned bathroom tubs, toilets and sinks.
- Kept building looking clean, neat and professional by maintaining spotless common areas.
- Removed visible staining and build-up from floors with daily cleaning.
- Helped keep cleaning activities efficient with well-prepared storerooms and carts.
- Increased infection protections with regular cleaning of high-touch areas.
- Washed windows, ceilings and walls with proper techniques for optimum results.
- Cleaned kitchen surfaces, dishes and utensils daily.
- Prevented spread of germs and active infections through consistent cleaning and sanitizing.
- Kept spaces organized and presentable with constant attention to detail.
- Vacuumed and shampooed carpets, rugs and upholstered furniture.
- Answered requests from guests and promptly delivered needed items.
- Met guest needs by delivering requested items and cleaning up spills.
- Emptied wastebaskets and transported trash and waste to disposal areas.
- Sorted, counted and marked clean linens and stored linen closets.
- Removed debris from driveways, garages and swimming pool areas.
- Delivered ironing boards, baby cribs and rollaway beds to guest rooms.
- Disinfected equipment and supplies, using germicides or steam-operated sterilizers.
- Cleaned carpets, upholstered furniture and draperies using vacuum cleaners and shampooers.
- Swept, scrubbed and waxed floors using brooms, mops, or powered scrubbing and waxing machines.
- Assigned duties to other staff, instructing work methods and routines.
- Carried linens, towels, toilet items and cleaning supplies using wheeled carts.
- Observed precautions to protect property and report damage, theft and found articles to supervisors.

## **JW Marriott Hotel (5 Star) | Hamariya Center Deira Dubai, United Arab Emirates**

January 2003 - August 2005

### **Room Attendant**

- Freshened rooms with clean linens and wrapped complimentary soaps.
- Organized cleaning services around schedules to minimize guest disruption.
- Inspected rooms thoroughly for problems and contacted maintenance for repairs.
- Helped keep cleaning activities efficient with well-prepared storerooms and carts.
- Removed visible staining and build-up from floors with daily cleaning.
- Cleaned bathroom tubs, toilets and sinks.
- Checked doors and window lock functionality for proper safety operation.
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- Swept, scrubbed and waxed floors using brooms, mops, or powered scrubbing and waxing machines.

## EDUCATION

### Bachelor's in Education - Bachelor's Of Education

July 2003

Mahendra Ratna Multiple Campus, Ilam Nepal, Nepal

Completed professional development in Education and Phycology Academic honors in Education

### Diploma of Higher Education - Education

August 1998

Shree Shiddha Higher Secondary School, Nangin Pipal Bote Pahthar Nepal, Nepal

## ACCOMPLISHMENTS

- Contributed Expo 2020 pre-opening Highness & VVIP event setup at Leadership & Dubai Pavilion Expo Dubai
- Supervised a team of 100 staff members as a night acting Manager at Presidential Palace
- Created the Furniture catalog and Storage Project in Presidential Palace Abu Dhabi.Used Microsoft Excel to develop inventory tracking spreadsheets.

## VOLUNTEER

### Expo2020 | Dubai , United Arab Emirates

October 2021 - December 2021

Housekeeping & Event Supervisor

- Assisted with developing, planning and implementing strategies to promote large- and small-scale events.
- Elevated event staff performance with skilled leadership, motivation and discipline.
- Executed events with consistently high standards of organization, service quality and enthusiasm for client objectives.
- Oversaw day-of execution for corporate events and meetings, trade conferences, group receptions and cause rallies.

## LANGUAGES

- English -Fluency -Reading & Writting
- Hindi -Fluency -Reading & Writting
- Nepali -Native