



SAYANTI BANERJEE

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45, H.c.m. road, Kolkata, West Bengal, 700117

Summary

Dedicated and result-oriented academic professional with a strong background in Hotel Management and Management Studies. Proven expertise in academic administration, curriculum coordination, and industry -academia integration. Currently serving as a Teaching Assistant and Exam Coordinator, focused on enhancing student placement readiness and departmental efficiency through workshops, expert lectures, and rigorous examination management.

Skills

BASICSOFOPERATINGSYSTEM

MSOFFICE

MICROSOPERA

IDS

Education

ST. AUGUSTINE'S DAY SCHOOL, BARRACKPORE

I.C.S.E.

2009

ST. AUGUSTINE'S DAY SCHOOL, BARRACKPORE

I.S.C.(SCIENCE)

2011

IHM, KOLKATA

BSC (HAHA) / BHMN.C.H.M+IGNOU

2014

AMITY UNIVERSITY

MBA- HUMAN RESOURCE

2018

Experience

MADURA FASHION AND LIFESTYLE

RETAIL MANAGEMENT TRAINEE (FOR ASST.STORE MANAGER)

Jun 2014 - Dec 2014

- Direct or coordinate activities of businesses or departments concerned with production, pricing, sales, or Distribution of products.

THE PARK HOTELS KOLKATA

FRONT OFFICESUPERVISOR

Feb 2015 - Aug 2018

- Led the implementation of a CRM system, improving guest relationship management and generating a 15%
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Increase in repeat bookings.

- Managed a team of 10 front desk agents, providing exceptional guest service and ensuring smooth day to day operations.
- Utilized technology effectively, including property management systems, guest messaging apps, and social media platforms.

NIMAS COLLEGE

ASSISTANT PROFESSOR AND TRAINING AND PLACEMENT

Coordinator Sep 2018 - Aug 2019

- Developed and implemented lesson plans aligned with departmental and university curricula, effectively engaging Students in interactive and stimulating learning experiences.
- Delivered lectures on diverse topics within the field of specialization, providing clear and engaging explanations to enhance student understanding.
- Managed a team of trainers and provided ongoing support and guidance
- Developed and implemented a comprehensive job placement strategy, increasing job offers by 20%

THE HHI HOTELS KOLKATA

DUTY MANAGER Aug 2019 – Aug 2020

- Developed and implemented operational procedures to streamline processes, reduce errors, and improve productivity.
- Monitored and analyzed daily operations, identifying areas for improvement and implementing solutions.
- Handled customer inquiries and complaints professionally and effectively, resolving issues and maintaining positive relationships.
- Supervised the opening and closing of the facility, ensuring security and compliance.
- Supervised and managed budgets, ensuring cost-effective operations and maximizing profits.

KINGSTON EDUCATIONAL INSTITUTE

ASSISTANT PROFESSOR AND EXAM CO-ORDINATOR

Jun 2023 - Jul 2024

- Developed and implemented lesson plans aligned with departmental and university curricula, effectively engaging Students in interactive and stimulating learning experiences.
- Participated in professional development opportunities, including workshops, conferences, and collaborations with other institutions.
- Utilized innovative teaching methods and technologies to enhance student learning and engagement.
- Conducted regular assessments to monitor student progress and provide timely feedback.

SWAMI VIVEKANANDA UNIVERSITY

TEACHING ASSISTANT AND EXAM COORDINATOR

July 2024- Present

- Managed departmental administration, faculty coordination, and academic planning
- Organized industrial workshops, seminars, and expert lecture series
- Oversaw examination schedules and departmental assessments
- Applied strong expertise in hospitality operations and industry placement standards

- Kept track on yearly and monthly revenue of the rooms.
- Trained new staff and worked with management to assess and improve policies and processes
- Address guest issues and complain.
- Control the travel management of the guest and the employees.
- Ensures smooth functioning of the daily operation like operating rooms, VIPs / in, night audit etc.
- Also take responsibility of VIP events and meeting.
- Responsible for placement of all the students in hotels and IT sectors.
- Responsible for the student's personality development, skills and making them ready for exposure in the hotel industry.
- Academic documentation in university.
- Exam coordinator in university.

Certifications

- **NPTEL Training of Trainers:** Completed via **IIT Roorkee.**
- **NPTEL Organizational Behavior (Individual Dynamics in Organization):** Completed via **IIT Guwahati.**

Personal Information

- Date of Birth: November 07,1992
- Location: Kolkata, West Bengal
- Professional email: sayantib@svu.ac.in
- LinkedInProfileURL:www.linkedin.com/in/sayanti-banarjee-1594829b.

Language

ENGLISH

HINDI

BENGALI

Declaration

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

Date: 29.06.2026

Place: Kolkata