

PRANAYA JAGTAP

Executive Assistant to CEO / General Manager | Luxury Hospitality | 15+ Years

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PROFESSIONAL SUMMARY

Executive Assistant and hospitality professional with 15+ years of experience supporting CEOs, General Managers and senior leadership in luxury hotels, including The Leela, Taj Exotica, Trident and Radisson Blu. Skilled in executive calendar management, meeting and event coordination, domestic and international travel planning, minutes of meetings (MOM) and action tracking, expense tracking and confidential correspondence, acting as the leadership's liaison with Heads of Departments (HODs). Hands-on hotel operations experience across Front Office, Housekeeping, Food & Beverage and Maintenance, with a record of building SOPs, monitoring KPIs, controlling costs and maintaining high guest satisfaction. Proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint), Opera PMS, IDS, Hotelogix, Staah and Axisrooms. Contributes to Learning & Development through team training and service excellence workshops.

CORE COMPETENCIES

Executive & C-Suite Support: Calendar & Diary Management, Meeting Coordination, Travel Management, MOM & Follow-ups, Reports & Presentations, HOD Liaison & Interdepartmental Coordination, Confidentiality & Discretion

Hotel Operations: Front Office Operations, Rooms Division, Housekeeping, Food & Beverage, Guest Relations, Guest Experience, Guest History & Preferences

Business Administration: Budgeting, Expense Tracking & Reporting, Procurement, Vendor Management, Invoice Reconciliation, Inventory Control, Cost Optimization

Events & Brand: Corporate Event Planning, Client Engagement, Marketing Campaigns, Social Media Support, Brand Development

People & Quality: SOP Development, KPI Monitoring, Team Leadership, Recruitment & Training, Learning & Development, Service Excellence, Process Optimization

Personal Strengths: Time Management, Multitasking, Planning & Execution, Attention to Detail, Stakeholder Communication, Negotiation, Critical Thinking

PROFESSIONAL EXPERIENCE

Executive Assistant to the CEO

Centre Point Hospitality, Nagpur | 2024 – 2025

- Managed the CEO's calendar, meetings and communications, and streamlined daily office operations for greater efficiency.
- Supported marketing campaigns, social media initiatives and brand development activities.
- Organized corporate events, client engagements and end-to-end travel logistics.
- Monitored project progress, prepared analytical reports and contributed to strategic decision-making.
- Acted as the CEO's liaison with Heads of Departments (HODs), and tracked office and executive expenses.

Executive Assistant to the General Manager

The Leela, Gandhinagar | 2023 – 2024

- Managed the General Manager's calendar, correspondence and office operations to ensure a seamless workflow.
- Coordinated domestic and international travel, meetings and corporate events with close attention to detail.
- Prepared reports, presentations and minutes of meetings (MOM), with timely follow-ups and action tracking.
- Acted as the link between the General Manager and Heads of Departments (HODs) for smooth interdepartmental communication.

- Supported budgeting, expense tracking, vendor management, procurement and invoice reconciliation.

Operations Manager

Welcome Heritage Jungle Home, Pench, Madhya Pradesh | Aug 2021 – Aug 2023

- Supervised overall hotel operations across Front Office, Housekeeping, Food & Beverage and Maintenance.
- Established and implemented Standard Operating Procedures (SOPs), monitored KPIs and upheld high guest satisfaction standards.
- Managed inventory and procurement while optimizing costs to improve operational efficiency.
- Recruited, trained and led high-performing teams to deliver service excellence.

Assistant to the General Manager

Taj Exotica Resort & Spa, Andaman Islands | 2019 – 2021

- Provided executive and administrative support to the General Manager of a luxury island resort.
- Coordinated with Heads of Departments (HODs) on the GM's meetings and follow-ups, and tracked GM office expenses.

Guest History Supervisor

Trident, Hyderabad | 2017 – 2019

- Supervised guest history and guest preference records to support personalized guest experiences.

Executive Assistant to the General Manager

Radisson Blu Hotel, Nagpur | 2013 – 2017

- Provided executive support to the General Manager, including calendar, correspondence and meeting coordination.
- Liaised with Heads of Departments (HODs) and tracked the GM office's expenses.

Front Office Executive / Admin & CRM

Talent Management, Nagpur | 2011 – 2013

Admin / HR Executive

Fuleco Group, Nagpur | 2011

Customer Care Executive

Axis Bank Ltd (Wardha Road Branch), Nagpur | 2010

EDUCATION

BTEC Higher National Certificate (UK) – Aviation, Hospitality & Travel Management

Frankfinn Institute, Nagpur | 2016 – 2019

Bachelor of Computer Applications (BCA)

Dr. Ambedkar College, Nagpur University | 2012

Higher Secondary Certificate (HSC)

Prerna Junior College, Maharashtra Board | 2008

Secondary School Certificate (SSC)

St. Xavier's High School, CBSE | 2006

CERTIFICATIONS

- MS-CIT (Maharashtra State Certificate in Information Technology) – 68%

TECHNICAL SKILLS

Office Tools: Microsoft Office – Outlook, Word, Excel, PowerPoint

Hotel Systems: Opera PMS, IDS, Hotelogix, Staah (channel manager), Axisrooms (channel manager)