

## Contact

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(LinkedIn)  
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## Top Skills

Hotel Reviews  
Web Production Management  
Web Content Management

## Languages

English (Professional Working)  
Hindi (Native or Bilingual)

## Certifications

Front Office Associate  
Guest Relations Manager  
Front Office Executive  
Google Web Rangers

# Pushap Raj Verma

Front Office Executive @ Bookmark Resorts | Hospitality & Tourism  
Mandi, Himachal Pradesh, India

## Summary

I currently work as a Front Office Executive at Bookmark Resorts, where I manage guest services, reservations, and daily front office operations to ensure a seamless and welcoming experience. In addition to my core responsibilities, I actively assist the training and onboarding of new front office staff, helping them adapt to operational standards and guest handling protocols.

My academic journey began with a Bachelor of Vocation (B.Voc) in Hospitality and Tourism, a program supported by the Tourism and Hospitality Sector Skill Council (THSC), which emphasized hands-on skills and real-world industry exposure. I later pursued a Master's in Tourism and Travel Management from the School of Tourism & Hospitality Service Sectoral Management, focusing on tourism marketing and operations.

Alongside my professional role, I actively contribute to Hotelpedia, a collaborative platform for genuine hotel reviews, where I share insights and experiences to help travelers make informed choices. I have also worked in the reservations department at juSTa Hotels & Resorts. I'm passionate about combining hospitality, training, and technology to enhance guest satisfaction and team performance.

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## Experience

Bookmark Resorts  
Front Office Executive  
December 2024 - Present (9 months)  
Manali, Himachal Pradesh, India

- Managed front office operations at Bookmark Resorts, ensuring exceptional guest experiences.
- Led a team in handling reservations and onboarding new staff, fostering a collaborative environment.

- Developed strategies to improve OTA performance, resulting in increased guest satisfaction.

## Hotelpedia

### Web Content Manager

March 2024 - November 2024 (9 months)

Manali, Himachal Pradesh, India

- Managed the creation and curation of engaging hotel content to enhance traveler experience.
- Collaborated with a team of hospitality professionals to ensure authenticity in hotel reviews.
- Implemented SEO strategies that increased website traffic by 40% within six months.
- Developed partnerships with local hotels, boosting user engagement and trust in the platform.

## juSTa Hotels & Resorts

### Reservations Associate

February 2023 - March 2024 (1 year 2 months)

Manali, Himachal Pradesh, India

- Managed guest bookings and reservations, ensuring seamless check-in and check-out processes.
- Enhanced customer satisfaction by providing personalized service and addressing guest inquiries promptly.
- Collaborated with the front desk team to streamline operations, contributing to increase in positive guest feedback.
- Developed strong communication and organizational skills while working in a fast-paced hospitality environment.

## The Creative Host

### Founder

April 2020 - February 2023 (2 years 11 months)

Mandi, Himachal Pradesh

- Founded The Creative Host during the COVID-19 pandemic, focusing on digital marketing and web solutions.
- Spearheaded sales and lead generation strategies, adapting to the rapidly changing digital landscape.
- Developed a strong network of clients in Mandi, Himachal Pradesh, establishing a reputable brand in the local market.

### Royal Orchid Hotels

#### Front Desk & Guest Relations (Trainee)

December 2019 - April 2020 (5 months)

Chandigarh, India

- Supported guest check-ins and check-outs, ensuring a seamless arrival experience.
- Addressed guest inquiries and resolved issues promptly to enhance satisfaction.
- Collaborated with team members to maintain high standards of customer service.
- Developed strong communication and problem-solving skills in a fast-paced environment.

### The Johnson's Hotel Cafe and Bar

#### Front Office Assistant (Trainee)

May 2019 - July 2019 (3 months)

Manali, Himachal Pradesh, India

- Assisted with guest check-ins and check-outs, ensuring a seamless arrival and departure experience.
- Managed reservations efficiently during peak dates.
- Provided exceptional support to guests, enhancing overall satisfaction and fostering repeat visits.

### Hotel River Bank

#### Front Office Associate (Trainee)

November 2018 - December 2018 (2 months)

Mandi, Himachal Pradesh, India

I was introduced to hotel operations with a focus on front desk duties. This role provided me with foundational experience in managing guest interactions and hotel procedures.

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## Education

### Himachal Pradesh University

Bachelor of Vocation, Hospitality & Tourism · (May 2018)

### School of Tourism and Hospitality Service Sectoral Management

Master of Tourism and Travel Management, Tourism and Travel Services

Marketing Operations · (March 2022)