



Satyajeet Jena

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PROFESSIONAL SUMMARY

Motivated and customer-focused hospitality professional with one year of experience in the Front Office department of a 5-star hotel. Adept at managing guest relations, handling check-ins/check-outs, and delivering seamless guest experiences with warmth and professionalism. Known for anticipating guest needs, resolving concerns promptly, and maintaining high standards of service to enhance guest satisfaction and loyalty. Skilled in cross-departmental coordination, upselling hotel services, and creating memorable stays for diverse clientele. Eager to contribute to a team-oriented setting and grow within a reputable organization dedicated to excellence in service.

Experience

12/2025 – Present
Dharana at Shillim

Senior Guest Service Attendant (Front Office)

- Leading front office operations with a strong focus on personalized luxury hospitality, ensuring exceptional guest experiences from arrival to departure.
- Handling VIP guests, repeat clientele, and high-profile visitors with utmost professionalism, confidentiality, and attention to detail.
- Maintaining accurate guest profiles, billing records, and reports while ensuring smooth front desk operations and compliance with luxury service standards.
- Managing guest check-ins and check-outs efficiently, handling special requests, room preferences, and wellness program details with accuracy and discretion.
- Serving as a key guest relations ambassador, anticipating needs, resolving concerns proactively, and ensuring exceptional service recovery for an elevated guest experience

07/2024 – 12/2025
Four Seasons Hotel,
Mumbai

Guest Service Agent (Front Office Department)

- Welcoming guests with professionalism and warmth, handling check-ins and check-outs efficiently to ensure a smooth arrival and departure experience.
- Addressing guest queries related to transportation, room preferences, and hotel services with prompt and courteous assistance.
- Collaborating with concierge and other departments to fulfill guest requests and special arrangements, enhancing overall guest satisfaction.
- Maintaining accurate records, adhering to hotel standards, and ensuring seamless front desk operations while delivering a high level of personalized service.

03/2024 – 03/2024
Food Link & Reliance
Jio

Special Assignment Team

- Selected to be part of JWCC's core special assignment team for Mr. Ambani's pre-wedding celebrations, one of the most high-profile hospitality events in India.
- Assisted in guest services, VIP handling, and multi-location event coordination under high-pressure environments.
- Enhanced knowledge of luxury service standards and built strong professional experience in large-scale event management.
- Successfully completed a 4-day internship, gaining hands-on exposure to large-scale luxury

12/2022 – 04/2023
Four Seasons Hotel,
Mumbai

Hospitality Intern (Operational Training in Core Departments)

- Completed cross-functional training across the four core departments: Front Office, Housekeeping, Food & Beverage Service, and Kitchen Operations.
- Assisted the Front Office team in guest check-ins, check-outs, and reservation handling, gaining hands-on experience in guest relations and property management systems.
- Supported Housekeeping operations by learning inventory management, room inspections, and maintaining cleanliness standards.
- Contributed to Food & Beverage Service by assisting in Banquet operations, guest request handling, and pre & post event preparations and set ups.
- knowledge of basic food preparation, hygiene and safety standards, and assisted in mise en place and kitchen coordination for events.

Education

06/2024
Mumbai

Bsc in Hospitality and Hotel Administration
Don Bosco College Of Hospitality Studies
SGP6-7.80
CGPI-7.26

05/2021

H.S.C
Holy Angels Junior College Of Arts Commerce & Science Maharashtra Board
Percentage 67%

04/2019

S.S.C
SH Jondhale Vidya Mandir Maharashtra State Board
Percentage 65%

Skills

- Team collaboration & Leadership.
- Multitasking in High-pressure Environments.
- Roaster Mangement.
- Attention To Detail.
- Guest Relations & Customer Service

Languages

English, Hindi, Marathi