

DHAWAL JARIWALA

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Summary of Qualifications

An innovative management professional with 15 years of experience, including 4 years of ownership, in the growth, development and leadership of personnel in the hospitality industry. Accomplished in analyzing and implementing effective systems and strategies to improving organizational performance. Proficient in managing corporate finances and capturing sales opportunities to improve revenue and profit contributions. Results driven leader with strong work ethic and leadership with a successful record of resolving corporate issues and achieving organizational goals. Skills include:

- Revenue Management, Cost control, Hospitality Sales, Marketing and Advertising for brand development
- Contract Negotiations local and National RFPs handling.
- Customer Service and Issue Resolution
- Account Management and Retention
- Motivating, Counseling and Training staff development
- Strong analytical skills including trend analysis and the ability to develop new tactics to resolve problems.
- Cross-Functional Team Leadership
- Productivity Improvement and Strategic Operational Planning
- Knowledgeable in hotel operations and property management systems programs, Central Reservation System programs, company issued internet browser, programs, company issued electronic mail programs, accounting Software, Payroll programs
- Experienced in Windows, Power Point, Excel and Word

Professional Experience

Partner

D & D Hospitality Management LLC (April 2018-Present)
www.ddhmlc.com

Managing Member

DFAM HOSPITALITY LLC DBA Comfort Inn and Suites, Clovis NM (2015- Present)

Awards and Honors -*Voted Best Hotel, Clovis' Best*

MEERA HOSPITALITY LLC DBA Super 8, Clovis, NM (2015 - Present)

Awards and Honors -*Ranked # 1 by Travellers Trip Advisor, PRIDE OF THE SUPER 8 Award Receipt (2015, 2016)*

Investor

SHREE HOSPITALITY LLC DBA Quality Inn and Suites, Alamogordo, NM (2015 - present)

KHUSHI LLC DBA Baymont Inn and Suites, Santa Fe, NM (2016- Present)

XENIA LLC DBA Home2 Suites & Hampton Inn, Clovis, NM (2017) - *In planning phase*

Work History

Comfort Inn, General Manager (Brooklyn, NY)**[Oct 13-Oct 14]**

- Successfully led and managed hotel during a significant renovation of the entire hotel.
- Involved in a renovation process from the designs to the product selections.
- Handled multifaceted front desk responsibilities for the hotel as well as general manager duties
- Managed corporate and private sales initiative, staff training and supervision, computerized bookings, guest relations, credit card authorizations, account billings and discrepancy resolutions,
- Interfaced with front desk managers, accounting, housekeeping, maintenance departments and corporate travel agents to ensure open lines of communication and problem resolutions

Motel 6, General Manager (Brooklyn, NY)**[July10-Aug 13]**

- Full responsibility for operational management and profit and loss performance
- Responsible for and managed and moderate renovations to public areas of the hotel and some modifications to the room layout.
- Achieve revenue growth for three consecutive years by developing and implementing new marketing, sales plans and promotions with property owner
- Managed day to day operations, budgets and developed strategic operations plan
- Successfully reduced operating costs
- Led cross- functional team management of front- desk, maintenance and housekeeping
- Formulated target clientele marketing program resulting in increased name recognition and reservations while faced with area competition

Howard Johnson Hotel, General Manager (Brooklyn, NY)**[May 06-June 10]**

- Promote and market the business.
- Ensure that every department head is aware of operational goals and hence is made aware of the necessary tools.
- Manage budgets as well as financial plans, and process payroll weekly.
- Maintain statistical-financial records.
- Recruit and monitor relevant staff for their specific operations.
- Meet as well as greet customers.
- Deal with customer queries and complaints.
- Address customer problems as well as troubleshoot.
- Ensure events and conferences run without interruption.
- Supervise the supplies and furnishings.
- Deal with the contractors and suppliers.

Super 7 Inn, General Manager (Dallas, TX)**[Jan 05-April 06]**

- Endorse, advertise and market the industry.
- Ensuring that each section head is informed of operational objectives.
- Implementing and managing financial plans and budgets.
- Maintained data related to the transactions according to the need of the hotel
- Form work timetable as per necessity.
- Meet up and welcome customers with warmth.
- Interacted with the customers and answered their doubts and grievances.
- Deal with customer troubles and troubleshoot them.
- Administer the provisions and furniture.

Amerisuites Hotel, Front Desk Manager (Irving, TX)**[Jan 02-Dec 04]**

- Register arriving guests and assign rooms, answered inquiries regarding hotel services and registration by letter or telephone and in person, provide information about services available in the community and respond to guest complaints

- Compile and check daily record sheets, guest accounts, receipts and vouchers using computerized and manual systems

Education: BS in Chemical Engineering and BS in Chemistry w/ Industrial Chemistry