

SUSANT JENA

ADMINISTRATOR, L&D PROFESSIONAL, CORPORATE TRAINER, CAREER COACH

CAREER OBJECTIVE

A professional with 20+ years of experience as Administrator, Trainer, L&D professional with strong organizational skill and team-building abilities. I graduated from IHM, Bhubaneswar under the National Council of Hotel Management & Catering Technology & Applied Nutrition, Ministry of Tourism, Govt. of India. I've been in academic & corporate leader for two decades. Now I feel ready to take my career to the next level. So I'm currently looking for a new opportunity in Administration, Training/ Learning & Development department."

PROFESSIONAL EXPERIENCE

January 2023– Till today | PRAGATI GROUP OF INSTITUTIONS

Bhubaneswar, Odisha

(Bhadrak Govt. Auto. College (SFC Department), F.M. Govt. Auto. College (SFC Department), Institute of Medical Science & Research (OUHS University), Institute of Business & Management Studies (AICTE), NIHMT (Utkal University of Culture), F.M. Higher Secondary School of Sc. & Technology (CHSE, Odisha)

CHIEF OPERATING OFFICER (COO)

- Collaborate with management in setting and driving organizational vision, operations strategy, and hiring levels.
- Translate strategy into actionable steps for growth, implementing organization wise goal setting, performance management, and annual operations planning.
- Work with the heads and principals of each college and set short term and long-term plans for academic and research-oriented growth of the respective colleges.
- Institutionalize participatory approaches of planning and working in every department with minimal red-tapism.
- Establish & take leadership for the overall expansion and development of current & existing colleges.
- Make strategic perspective plans for every college at the beginning of the year.
- Develop strategies to increase the intake of students and fill all the sanctioned seats annually.
- Oversee group operations and employee productivity, building a highly inclusive culture that ensures team members can thrive and that organizational goals are met.



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EDUCATION

-B.Sc. in Hospitality & Hotel Administration from NCHMCT & AN, Ministry of Tourism, Govt. of India, New Delhi in 2003.

-MBA (HR) from Sikkim Manipal University in 2010.

-Master in Tourism Management from IGNOU, New Delhi in 2016.

RELEVANT SKILLS

Team building

Decision-Making

Flexible and Adaptable

Active Listening

Self-Motivation

- Ensure effective recruiting, onboarding, professional development, performance management, and retention.
- Introduce relevant courses that increase the employability, and which are industry relevant in the existing colleges.
- Ensure all the students are placed through a robust campus placement process.
- Ensure that assessments and evaluation processes are hassle free and smooth through regular monitoring.
- Provide leadership towards achieving quality accreditations like NAAC, NIRF, etc. for the colleges through developing and institutionalizing best practices.
- Act as a link between governing bodies, regulatory bodies, and college management for a smooth academic and administrative process.
- Work with the finance department and respective principals to prepare budgets for every college at the start of academic year.
- Oversee academic and administrative audits in each college and guide principals regarding the same.

January 2022–December 2022 | SIMSS- Promoted by Swosti Group of Star Hotels, Resorts, Educational Institutions

Bhubaneswar, Odisha

Principal In-charge

- Trains and coach faculty members and others involved in learning process.
- Plans, organizes, facilitates and orders supplies for employee development and training events.
- Works effectively as a team member with other members of management.
- Design and deliver e-learning courses, workshops and other trainings.
- Coordinating with the College Board and delivering planned strategies and operational plans.
- Handled financial responsibilities and allocated funds to each department.
- Hiring, training, and inspiring college faculties to deliver their best in teaching students
- Maintaining open communications between staff and students & motivate them.

June 2014–January 2022 | BIITM School of Hospitality, Bhubaneswar

Principal

- Execution and implementation of vision and mission of the institute by implementing action oriented viable strategies, policies and programmes for the development and optimum utilization of available resources.

CERTIFICATION

- *Certificate of completion on "L&D Professional"*
- *Certificate of completion on "Instructional Design: Adult Learners"*
- *Certificate of completion on "Train the Trainer"*
- *Certificate of completion on "Customer Relationship Management"*
- *Certificate of completion on "Talent Management"*
- *Certificate of completion on "Fundamentals of Digital Marketing" from Google Digital*
- *Certificate of completion on "Covid-19 Awareness" from eHotelier Academy*
- *Certificate of completion on "COVID- 19 Guidelines for Food handlers" from FSSAI*
- *"Diploma in Export Management" from IIEM, Bangalore*
- *Certified in "Banking Operation" from Manipal Education, Sikkim*
- *Certified of "Excellence (Go Live)" from ICICI Bank, Mumbai*
- *Certified from IRQS on "Food Safety Management System, ISO: 22000:2005"*

- Development of new academic programs keeping in view the evolving needs of students & society.
- Oversaw schedule management and protocols for orientation, registration and related activities.
- Trained teachers on effective teaching techniques, classroom management strategies and behaviour modification.
- Cultivated positive relationships between community members, college students and faculties.
- Mentored newly hired educators and provided encouragement and feedback.

Feb- 2013– April 2014 | CIHMC (Hospitality Management Institute), Bhubaneswar

Chief Academic Advisor -cum- HOD in F&B Service

- Academic improvement and Academic Planning in consultation with the teaching staff.
- Supervise, guide and control the work of the teaching and non-teaching staffs.
- Supervise all teachers directly or indirectly.
- Supervise in an implementation of all policies and curriculum activities to promote the educational development of each student.
- Keep a track of each student's development by maintaining an up-to-date data.
- Ensures that the academic performance of the students in all competitive forums.
- Maintain a good relationship with parents.

April 2011– Jan 2013 | China Gate Restaurants Pvt. Ltd. Mumbai

Training Manager

- Conducted orientation sessions and organized on-the-job training for new hires.
- Trained new hires to perform cross-training exercises with experienced workers.
- Alternated training methods to diversify instruction, strengthen learning opportunities and enhance program success.
- Organized and edited training manuals, multimedia visual aids and other educational materials.
- Organize reward and certification programs.
- Keep records of each individual Team on every training.
- Ensure that training and development are integrated into business plans and budgets, and targeted goals are identified and monitored.
- Track, input, maintain and audit all individual employee training records of in-house training programmes.
- Develop annual Training calendar, compile monthly & quarterly reports of training activity.

MEMBERS OF:

- IHM, Bhubaneswar Golden Jubilee Club
- State Institute of Hotel Management, Bolangir, Odisha
- Utkal University of Culture (Placement Board), Govt. of Odisha
- BJB (Autonomous) Govt. College
- Bhadrak (Autonomous) Govt. College
- F.M. (Autonomous) Govt. College

Jan 2009– Mar 2011 | NIHMT (Hospitality Management Institute),

Bhubaneswar

Hospitality Master Trainer-cum- HOD in F&B Service

- Allocate the subjects to the faculty members well in advance before commencement of the semester/year.
- Collect lesson plans from teaching staff before the commencement of class work and ensure that the information provided is in accordance with the format.
- Make sure that the time tables are prepared as per the guidelines given by the principal and inform the faculty members and students at least one day before the commencement of the class work.
- Interact with students (Section wise) of their branch 15 days once, identify the problems and find solutions in consultation with the principal.
- Collect the student feedback about the faculty members subject wise (for all the subjects taught to the students of their branch) and communicate the feedback to the concerned faculty members in the standard format as finalised by Principal.
- Provide necessary inputs to the principal for conducting Academic Council / Governing Council Meeting.

April 2008– Dec 2008 | ICICI Bank, Mumbai

Training Officer (CSPB)

- Provide necessary inputs to the principal for conducting Academic Council / Governing Council Meeting.
- Generate new customer leads through various channels.
- Proactively identify sales prospects and conduct business development activities.
- Follow up on new leads and referrals to generate business.
- Achieving the monthly sales targets, Cross sell assets.
- Follow the various internal guidelines and procedures of the bank.
- Ensure customer satisfaction through regular engagement.
- Resolve customer queries/issues and facilitate customer service.
- Maintain periodic status reports, including daily activity report and calls/follow-ups.

Dec 2006– Feb 2008 | CIHMC, Bhubaneswar

Hospitality Trainer-cum- HOD in F&B Service

- Preparing and delivering lectures, tutorials, workshops, and seminars.
- Developing curricula and course material that can be used across a number of platforms.
- Collaborating with other academics and lecturers to improve teaching methods and expand knowledge base.
- Setting and grading assignments, tests, and exams.

- Conducting research, and writing papers, proposals, journal articles, and books.
- Attending and participating in meetings, conferences, and other events in and outside of the institution.
- Participating in training opportunities and initiatives at the institution.
- Providing support to students and other colleagues.

**Sept 2005– Dec 2006 | OTDC Group of Hotels, A state Govt. venture,
Odisha**

Assistant F&B Manager- cum- F&B Departmental Trainer

- Trained food and beverage service personnel, confirming staff to provide recommendations and answer questions.
- Resolved customer complaints involving food or beverage quality and service.
- Maintained highest standards for beverage quality and service.
- Responded to customer complaints, addressing concerns and distress with amicable interactions.
- Developed relationships with suppliers and vendors leading to special volume pricing discounts and availability.
- Enacted progressive disciplinary measures for staff, managed work zones and oversaw opening and closing duties.
- Worked with on-site and external party planners to create and manage beverage ordering and wait staff for small and large events.

**July 2003– Aug 2005 | Odisha Milk Federation (Omfed), A State Govt.
Cooperative under the ownership of Ministry of Corp., Odisha**

Quality Controller

- Followed quality standards and procedures to minimize errors and maximize customer satisfaction.
- Inspected set sample of products for defects and compliance with design standards.
- Updated quality control standards, methods and procedures to meet compliance requirements.

Date:

Place:

Susant Jena