

NAVANEET D. DESHPANDE,
MSc,MBA-HM,PGDBM-HRM,MBA-HRM,M.Phil-HM.
Contact: 7588285117

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Doctoral Researcher - Faculty of Management

Preferred Location : Capital Cities.



In quest of professional enrichments in **Learning & Development** with a service oriented organization of prominence .

Profile Summary

- Offering over 18 years of experience in all facets of Facilities Management ,Human Resource, Administration & Training functions.
- Presently associated with SIHMCT (Higher Education : Teaching F&B Mgt., HRM, TQM, OB and Computer Fundamentals)
- Proficient in ensuring smooth implementation of HR policies for recruitment, selection, induction, orientation and development of new employees and continuous Learning and Development.
- Gained good experience of working in close coordination with trainers .Encouraging suitable candidates during campus rounds.
- Sound knowledge and management acumen in optimizing resources and maintaining HRIS (Human Resource Information System), managing complete employee life cycle, ERP such as Gems ,Workday, etc.....
- Adept at managing people, maintaining cordial relations with stakeholders.
- Handling employee grievances thus creating a progressive environment during training.
- An effective communicator with the ability to motivate personnel towards achieving organisational objectives and adhering to industry best practices and follow up of institutional remedial measures to overcome deficiencies.

Career Scan

Since 12 Years 8 Months w.e.f July 2004. Sinhgad Institutes SIHMCT, Lonavala
Assistant Professor, [PUNE UNIVERSITY]

Key Subjects Handled: **F&B Mgt., Organisational Behaviour , TQM , HRD, Computer Fundamentals, Hotel ERP Softwares, Information Systems,etc..**

Role:

Part 1 : Food & Beverage Operations: Assistant Professor

- Conduct culinary events like special theme lunches & dinners and also workshops at degree-college & inter-college levels.
- Lead students for in-house entrepreneurship activity like start up of their own restaurants.
- Member of institute level working committees for AICTE, LIC(Local Inspection committee), GB(Government Body), etc,...
- Practical examiner at various colleges for university examinations.
- Allotted as paper examiner for university examinations and conducting university theory & practical exams

Part 2 : Operations Management – HM Corporate Training Centre (HMCTC)

- ↪ Presently working as a faculty of Hotel Operations, Food & Beverage Management & Organizational Behaviour at Sinhgad Institute of HMCT, Lonavala **since 1st July , 2004**. Apart from conducting lectures, practicals and some administrative role.
- ↪ Conducting Training at a facility of HMCTC , 52 rooms with a restaurant, coffee shop, four conference halls and two banquet halls. Supervising restaurant operations; inclusive of formulating & implementing the standard operating procedures.
- ↪ Spearheading the entire gamut of pre-operational stage, menu planning, the entire operations like inspection, handling of recruitment, implementing decision, operations equipment, and furnishings.
- ↪ Formulating standard operating procedures in coordination with Departmental HOD's and ensuring that the entire team follows the same to maintain profitability of the organization.

Resource Management:

- ↪ Handling several corporate training projects to make the team members adept with processing skills.
- ↪ Monitoring daily requisition and stock items to meet ideal food cost, formulating record of food supplies.
- ↪ Reviewing monthly expense report and identifying cost saving opportunities to improve economics through process re-engineering.

Guest Servicing:

- ↪ Tracking guest satisfaction index for rooms, restaurants, banquets and other functional areas, communicating with the guests through e-mails and letters after reviewing comments card.
- ↪ Handling guest complaints/ emergencies and implementing strict quality check and benchmarking methodologies; ensuring customer satisfaction by achieving delivery of service quality norms.
- ↪ Executing policies & procedures in the operating systems for exceeding guest expectations/feedback, handling guests' requests & resolving their complaints.

Team Management:

- ↪ Scrutinizing the specific training needs of subordinates and accordingly arranging training programs for improving learning curve towards product presentation.
- ↪ Leading the team with activities including planning targets, monitoring numbers and achievement of overall targets on a daily, weekly & monthly basis in adherence to the pre-set standards.
- ↪ Handling Training & development functions and ascertaining the specific training needs of subordinates and accordingly arranging training programmes for improving learning curve.

Significant Highlights:

1. Working on Educational ERP known as GEMS for the institutional administrative work.
2. Regularly Organising workshops, conferences and seminars at Training Centre equipped with 52 Guest rooms.

Previous Assignments

Nov'02 – Jun'04 R N SHETTY Group: R.N.S.C.H.M.C.T.,Hubli Lecturer

Key Subjects Handled: Food and Beverage Services , Operations Mgt. [KARNATAK UNIVERSITY]

Key Achievements

- ↪ Producing monthly training schedules
 - Pre –opening of Hotel Software IDS Installation
- ↪ Launching of New Batches of Short Courses
- ↪ Teaching of HRM, Housekeeping, Hotel Softwares,Global Distribution Systems.
- ↪ Associated with best 5 star Hotel in Hubli. ie Hotel Naveen.
 - Roster making and shift operations (opening & closing); cash handling process, etc.
 - Team scheduling and performance management for ensuring active customer satisfaction & meeting guest expectation.
 - Handling forecasting, budgeting, up selling of F&B products for necessary revenue enhancement.
- ↪ Conducting active communication with all employee issues/complaints for resolving any critical situation at priority and implementing best practices

Aug'01 – Oct'02 ADMINISTRATIVE MANAGEMENT COLLEGE,

Dept. of Hotel Management,Bangalore, Faculty[BANGALORE UNIVERSITY]

Key Subjects Taught : Food and Beverage Services , Operations Management, French

- Directing, coaching and evaluating the performance of degree students under supervision of HOD.
- Monitoring food preparation and presentation during service times under concurrence with HOD
- Coordinating course running materials
- Conducting Orientation for newcomers
- Sectional Classroom training for French , and F&B Service and Houskeeping.

Jan'01 – Jul'01 The Central Park Hotel, Bangalore,India [4 Star]

Head – Training [Dept. of HRD and Training]

ITC Welcomgroup Referral Hotel of the MANIPAL HOTELS LIMITED

- HR Manual Making, Operational Aspects
 - Providing on the job training to all assistants for strengthening their current performance.
 - Identification of training needs , expense reduction through cost control successfully.
 - Formulation and Implementation of newly launched HR Manual for the Hotel
 - Re-verifying the inventories on all food related items as well as equipment whenever required.
 - Coordinating the working schedules of Waiters, Assistant Waiters and Head-Waiters in the Café.
- ↪ Streamlined the Hotel's anointed mission of sustaining to support "The American Standard with Ultimate Hotel with a taste of luxury.

Nov'99 – Jul'2000 Taj Residency ,Indore,India [5 Star]
Asst. Personnel Officer [Dept. of HRD and Training]
Indian Hotels Corporation Limited : A TATA ENTERPRISE

- Assisting the Outlet Manager for coordinating the training process of all employees.
- Following training procedures set by Hotel's IT Training and launch Genesys with Head Office.
- Executing process like food handling, food service and cleaning in accordance with standards.
- Carrying out follow up with other department for smooth HRD , Training and F&B division.
- Handling the working of daily meetings with Heads of entire Coffee shop, banquets, restaurants, and bar) seating arrangements, taking guest order/ food and beverage service / taking guest feedback / checking guest satisfaction.
- Transforming regular guest into loyal guest by providing exceptional services; including inventory of operations equipments.

Jul'98 – Oct'1999 The Blue Diamond,Pune,India [5 Star]
Jr. Personnel Assistant [Dept. of HRD and Training]
Poona Industrial Hotels Limited of KIRLOSKAR GROUP

- All day to day HR and Training Co-ordination.
 - Class room training co-ordination for in-house and external trainers..
 - Track performance of trainees
 - Facilitate Development Records & Review Board
 - Managing all training paperwork such as leave records , salary statements, etc..
 - Tracking the Training Budget and producing monthly accruals
 - Managing print contracts
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Academic Qualifications

- 2014 Doctoral PhD** Currently Registered as PhD Doctoral Candidate in Organisational Management
Savitribai Phule Pune University (Erstwhile University of Pune)
(State University in Maharashtra , Approved by Govt. of India)
- 2014 M.B.A.-H.R.M. Masters in Business Administration in Human Resource Management**
Assam Down Town University,
(A Private University in Assam, Approved by Government of India.)
- 2014 PGDBA-HRM Post Graduate Diploma in Business Administration in Human Resource Management ,**
Maharashtra Institute of Technology,
(A Private University in Maharashtra Approved by Govt. of India.)
- 2013 M.B.A.-H.M. Masters in Business Administration in Hospitality Management**
Kurukshetra University
(A State University in Haryana, Approved by Government of India)
Accredited to UNWTO, United Nations World Tourism Organisation, Geneva.
- 2012 M.Phil.-H.M. Masters in Philosophy in Hospitality Management**
The Global Open University Nagaland, (A State University Established by Government of Nagaland, Approved by Government of India).
- 2009 M.Sc.(H&TM) Masters in Science of Hotel & Tourism Management**
Yashwantrao Chavan Maharashtra Open University
(A State University Established by Govt. of Maharashtra, Approved by Govt of India)
- 2001 PG-D.A.C.A. Diploma in Advanced Computer Arts**
Centre of Development Advanced Computing, Affiliated to Dept. of Information Technology, Ministry of Communications & Information Technology ,
Government of India.
- 1997 BHM Bachelors in Hotel Management**
Bangalore University
(A State University in Karnataka, Approved by Government of India)

Other Course

- **In 1996** Completed a 1 year course Elementary **French Course Certificate** at **Alliance Francaise de Bangalore**
- **In 2011** Completed a **Behavioural Training Delivery Workshop** conducted by **Oscar Murphy International , Singapore**
- **In 2013** Attended a **UGC Academic Staff College's** Interaction Programme for Research Scholars (Management Field)

IT Skill:

Well versed with MS-Office (Word, Excel, Access & PowerPoint), SPSS Analytical Software Internet & Outlook Express, IDS / Fidielio/ Shawman) Currently teaching the subject also.

AWARDS AND ACCOLADES

Endowed Appointments

- 1)1996 '**Certificate of Merit**' for attaining highest marks in the college batch in BHM Second Year Exams as well as in Projects.
- (2)1997 '**Certificate of Merit**' for attaining highest marks in the college batch in Final Year of Hotel Management Degree.
- (3)2006 **I Class-First** in the Bangalore South Branch (Banashankari Area) of Alliance Francaise in French Exams.
- (4) 2004 The Hospitality Training Institute of Mumbai, headed by Mr.Dominic Costabir awarded a “ **Best Faculty Award** “ for the academic year 2003-2004 at Hubli, Karnataka.
- (5)2012 Recipient World Education Congress **Global Award for 'BEST PROFESSOR' in Organisational Management** held at 'WEC 2012 Awarding Ceremony' held at The Taj Lands End Hotel, Mumbai, held on the 29th of June 2012. A citation and a shield was resented at the Hands of Dy. Minister of Education of Sri Lanka and Education Minister of Bhutan. Event sponsored by the Central Bank of India.

RESEARCH

Pre doctoral research , Journal Articles and Conference Proceedings

Global Open University's Center for Research

- N.D. Deshpande (2010), “**Safeguarding the services of hotel professionals by ensuring secret security checks on its employees, workforce and guests**”. A Pre- doctoral hospitality research thesis for M. Phil . in hospitality management.
- N. D.Deshpande (2010), “Influence of economic downturn on tourism and hotel industry.” at NBNCO, Kusgaon.at **The National Seminar on Challenges of global Recession for Indian Business Sector** dated January 8th 2010 , sponsored by University of Pune.
- N.D. Deshpande (2011),Published a paper on ‘A study of supply chain management in hotel operations’ in SIOM proceedings on ‘**A National Seminar on dynamics of distribution and supply chain management**’ on 8th ,9th ,10thFeb 2011 with publication;**ISBN 978-81-910118-0-7**
- N.D. Deshpande (2011) Presented a few aspects of “A study of supply chain management in hotel operations’ at SIBACA in a ‘**National Conference on Business strategies for emerging market**’ under QIP , University of Pune on 25th ,26th and 27th February 2011.

Conferences Attended ; Research Papers Presented

- **2003** Participant at **IHM – Bangalore** Attended for participation in **one week QIP** “quality improvement programme workshop for the hotels and Hotel Management Institutes jointly organised by **AICTE**, New Delhi & **IHM** , Bangalore in Aug 2003.
- **2004** Recipient of “ **Best Faculty Award** “ from the **Hospitality Training Institute** of Mumbai, headed by Mr.Dominic Costabir for the academic year 2003-2004 at Hubli, Karnataka.
- **2007** Event Convener : First Aid Workshops of **The Red Cross Society of India**, certified by the **President of India** .

- **2010** Attended **Gateway to PhD** Seminar at SIOM organized by Research Head, SIOM Dr.S.U.Gawade as a PhD scholar and PET candidate.
- **2010** As an event convener ,conducted **Workshop on Personality Development** at SIHMCT by Arno Crimmer, leading Film Producer and Director and a Former Faculty at Film and Television Institute of India and currently the faculty is working with **Subhash Ghai's Whistling Woods International Studios** at Mumbai.
- **2010** Attended 6th Corporate Governance Summit on “**Can legislation facilitate better governance**” on Friday, 17th Dec 2010 at Ballroom Taj President, Mumbai organized by **CII :Confederation of Indian Industry** and **NFCG: National foundation for corporate governance.**
- **2010** Participant at two day FDP on **Training Programme for Management Teachers** held on 22nd & 23rd Dec 2010 at SKNSSBM, Vadgaon campus of STES.
- **2011 Presented a paper on** A study on supply chain management in hotel organizations in Pune at the 4th IIMA Doctoral colloquium organized by the **Indian Institute of Management ; IIM-Ahmedabad** on 3rd &4th January 2011.
- **2011** ‘A study on supply chain management in hotel organizations in Pune’ at the two-day biennial **international supply chain management conference** organized by EADS-SMI Endowed Chair, IIM –B and Supply Chain Management Centre; IIM-B on 7th & 8th January 2011 at the **Indian Institute of Management; IIM-Bangalore.**
- **2011 SIMSARC Annual International Research Conference of SIMS , (Symbiosis International University) :** Attended a workshop “Big India Breaching Boundaries” : India 2020 on 15th and 16th Dec 2011 at **SIMS, Pune.**
- **2012** Attended National seminar on **Research Methodology & Quantitative techniques** on 15th , 16th & 17th March 2012. At SIBACA,Lonavala under the Quality Improvement Programme of **University of Pune.**
- **2013** Presented a paper on Supply chain management for hotel organizations at the 2 day National Level Seminar on **Challenges and Opportunities For Service Industries** organised by NBNCO, Lonavala on 22nd and 23rd Feb 2013.
- **2014** Attended the workshop on **Educational Technology and its impact on the field of Education** organised by the University for the Future: **NIIT University** and was held at Hotel Aurora Towers , Pune on 12th Oct 2014.
- **2014** Participated in a State Level Seminar on **Innovative Practices in Food and Beverage Management** organised by the staff of SIHMCT , Lonavala on 17th and 18th Oct , 2014.
- **2014** Attended **Training Series on Research Methodology** held at SIBACA Research Centre on 29th Nov 2014.
- **2017** Attended in **Innovations in Business through Emerging Trends** State Level Seminar held at NBNCO-HMCTC, Lonavala under SPPU,Pune.28th Feb and 01 March 2017.

Total Experience = 18 Years 2 months as on MAY 01, 2017 : Summary as given below:

Summary of Experience-Industry Professional

Sr No.	Establishment	From-To	Duration	Post Held
1	The Blue Diamond, 5 Star Hotel, Pune A Kirloskar Company	12.07.98 - 25.10.99	1 yr 3m	Jr.Personnel Asst.
2	Taj Residency, 5 star Hotel, Indore A TATA Company	01.11.99 – 31.07.00	9m	Asst.Personnel Officer
3	Sacred Hospitality, 3 Star Hotel,Bangalore MANIPAL HOTELS LTD.	15.01.01 – 23.07.01	6m	Head – Training Dept. & Co-ordinator.
			2years 6months	

Summary of Experience-Academic Teaching

Sr No.	Establishment	From-To	Duration	Post Held
1	AMCHMCT, Bangalore Bangalore's Leading Institute	17.08.01- 31.10.02	1yr 3m	Lecturer
2	RNSCHMCT, Hubli Karnatak University's Leading Institute	06.11.02- 18.06.04	1yr 7m	Lecturer
3	SIHMCT, Lonavala Affiliated to Pune University Maharashtra's Largest Educational Society	01.07.04 – till date	12yr 10m	Lecturer, Assistant Professor
			15 years 8 months	

Research Related Work : Papers Published , Seminars Conducted, Conferences Convened upon request

Video Links : <http://youtu.be/6EVJWD7GLJw>

Personal Dossier

PERSONAL CONTACT DETAILS:

Date of Birth : 24.02.1975 , Age 42, Place of Birth : Belagavi , India

ADDRESS :

NAVANEET DEVARAO DESHPANDE

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HINDI >(Full Professional Proficiency).

READ & SPOKEN MARATHI >(Bilingual Proficiency).

READ FRENCH>(Elementary Proficiency).

SPOKEN, WRITTEN, READ KANNADA>(Indigenous Proficiency).

ENGLISH>(Professional-Working Proficiency)

LISTENED TAMIL >(Lateral Proficiency).

- **Total Experience = 18 Years 2 Months**
- **Total Current CTC : Net Rs.69,000/-pm (and 2 BHK Accommodation) .**
- **Expected : As per current Best Practices , say over 25% more than present levels (Negotiable.)**