

Shivam R Singh

Bedfont, United Kingdom

Personal Profile

A dedicated and results-oriented hospitality professional with a strong foundation in data analytics, seeking to leverage a unique blend of operational expertise and analytical skills to drive efficiency and enhance guest experiences within the hospitality sector. Proven ability in customer service excellence, team leadership, and leveraging data for informed decision-making. Looking at different angles of the problems before implementation.

Education

MSc Management with Data Analytics - BPP University, London, UK. (Jan 2022-June 2023)

Bachelor of Technology (Computer Science and Engineering) - Apex Institute Of Technology, UP, India. (June 2015- May 2019)

Additional Training:

- Microsoft Generative AI (2023)
- IIBM Data Scientist (2021)
- Full Stack Web Developer (2018-19)

Projects and Awards

No Show Analysis [Crowne Plaza & HIEX , T4, July 2024]:

- Analysing the quarter response of the guest experience, statistical figures of No-Show guests weekly, busy days, and age group. Using Visual representations.

Zappy Loan Credit Card [BPP University, London]:

- **Data Processing:** Utilized Python (NumPy, pandas) for data manipulation and filtering.
- **Data Analysis:** Leveraged MATLAB for data visualization, training/testing, and applying machine learning algorithms for insights.

IT Skills

- **Development Tools:** MS Office Suite, Jupyter Notebook, Anaconda, R Studio, PyCharm, Tableau, Power BI, Tally-ERP, Oracle Opera PMS.
- **Programming Languages:** Python, C, R, SQL, HTML, PHP, Bootstrap.
- **Operating Systems:** Android, iOS, Windows, Linux.

Employment :

Duty Manager, Radisson Blu, Heathrow (July 2025 - Present):

- Supervising Front-Of-House Operations and maintaining high service standards to enhance guest satisfaction.
- Collaborated with other departments to resolve operational issues and enhance guest experience.
- Leading and supporting the team by coaching and motivation. Ensuring compliance and Safety.

Night Duty Manager, Crowne Plaza, Heathrow T4 (Jan 2025 - July 2025):

- Led and coordinated night operations across Crowne Plaza/Holiday Inn Express, ensuring team collaboration and smooth management of both properties.
- Collaborated with other departments to resolve operational issues and enhance guest experience.
- Managed financial tasks like end-of-day audits and reporting to support business continuity.

Night Supervisor, Crowne Plaza, Heathrow T4 (Jun 2024 - Jan 2025):

- Oversaw and coordinated night staff, ensuring adherence to operational procedures and service standards.
- Handled guest inquiries, concerns, and complaints promptly and professionally to ensure high levels of customer satisfaction.

Data Analyst (Intern), Orcalo Holdings Ltd (Sep 2022 - Feb 2023):

- Collaborated on live projects by collecting data using API keys and applied Python libraries (NumPy, Pandas) for data cleaning and filtering.
- Implemented machine learning techniques for predictive analytics to inform decision-making.
- Used JIRA to track project updates, ensuring continuity and collaboration with cross-functional teams.

Work Experience

JP Morgan Chase Investment Banking Job Simulation on Forage (Nov 2024):

- Identified an ideal M&A target, constructed a DCF model to calculate valuation, and created a 2-pager including company profile and auction process for the client.

British Airways Data Science Job Simulation on Forage (Dec 2024):

- Focussing on how data science is a critical component of British Airways success, by scraping and analysing customer review data to uncover findings & building a predictive model to understand factors that influence buying behaviour.

Sports & Interests

- Jaycees Public School house Athletics for 200 m, 400m, and 800m.
- NCC Cadet, fostering discipline and punctuality in personal and professional life.
- Active volleyball player, promoting strong teamwork and coordination.

Achievements

- Awarded Arora Star of the Quarter at Crowne Plaza / Holiday Inn Express for exceptional performance and team contributions among 400 employees.
- Honoured with the Guard of Honor for Outstanding parade performance as NCC Cadet.