



Ashwin Mohan Ram

Project Management



Summary

A Project Manager with an extensive background in hotel operations and technical expertise in hospitality software solutions who provides high-quality and world class service and delivers projects on time and within budget.

Operational Excellence - Plots the best course of action through effective leadership and strong follow-through, while handling multiple projects for large hotel chains in Asia Pacific, resulting in multi-million-dollar revenue generation for the company.

Project Management - Holds stellar track record of spearheading high-profile projects and programs by maximizing organizational skills such as, but not limited to, outstanding prioritization, effective delegation, critical schedule monitoring and astute budget management.

Data Analytics and Reporting - Capitalizes on transferrable expertise acquired from previous career engagements, such as the exceptional analytical ability in managing metrics, ensuring customer satisfaction, and providing concise and focused presentations to stakeholders and decision makers.

Cross-Cultural Communication - Leverages invaluable exposure to fast-paced and demanding work environments needed to establish rapport with culturally-diverse clients and multi-level staff and teams in developing a trust-based and friendly atmosphere, assuring operations quality and effectiveness.

Work Ethics - Proven to endure work pressure and train to manage highly critical tasks with stress tolerance while consistently juggling multiple priorities in delivering quality outputs and promoting collegiality.

Technical Proficiency - Maximizes hotel IT operations through technical proficiency in both Opera PMS and SynXis CR.



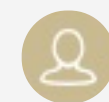
Experience

Mar 2018 - present

Sabre Asia Pacific Pte. Ltd.

Senior Implementations Manager - Hospitality Solutions

- > Served as Acting Team Lead for the Implementation Managers located in Singapore
 - Lead the bi-monthly team meetings geared to maximize team effectiveness
 - Conducted trainings for newly hired Implementation Managers in the region
 - Influenced the Director of APAC Operations together with the Team Lead for India and Malaysia in order to maximize implementation revenue, ensure high levels of customer satisfaction, and position APAC as the center of excellence globally
- > Streamlined the implementation of several large/strategic project in the Asia Pacific region, while also managing dozens of mid and small scale implementations in tandem that resulted in multi-million-dollars in revenue generated for the company. Key implementations include:
 - Peninsula Hotels' rollout of their new Guest and Staff Booking Engine
 - On-boarding of 32 Pan Pacific and Park Royal hotels onto SynXis CR for distribution on the GDS and IDS channels



Personal Info

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Software

Opera PMS



Expert

SynXis CR



Highly Proficient

MS Office



Expert

MS Project




Highly Proficient

Web Development




Expert

English


 Native Speaker

Mandarin Chinese


 Conversational

- Migration of 34 Oberoi Hotels & Resorts from the Trust platform onto SynXis for distribution on the GDS, IDS, Booking Engine, and multiple OTA channels
- Migration of Far East Hospitality's 22 properties from the Trust platform onto SynXis for distribution on the GDS, IDS, and Booking Engine channels
- On-boarding of Next Story Group's 30 hotels onto SynXis for distribution on the GDS, IDS, Booking Engine, and multiple OTA channels
- Exercised leadership over internal and external stakeholders
- Lead various internal teams across multiple time-zones and disciplines to deliver seamless and holistic service to Customers in the region
- Engaged directly with VP level executives of world renowned global hotel chains on a regular basis throughout the lifecycle of the implementation to manage their expectations and communicate project milestones as well as project risks
- Developed dashboards for efficient management of implementation pipelines at an individual, team, or regional level

 May 2012 -
Feb 2018

Oracle Corporation Singapore Pte. Ltd.

Implementations Consultant - Hospitality GBU

- Delivered multiple successful implementation projects as part of the specialized Remote Services Team, while also providing support to other Implementation Consultants who faced challenges during the delivery of on-site projects
- This highly specialized Team was formed because it offered, and has proven to be, a more cost effective and flexible option for both Oracle and its Customers
- Successfully consulted by the hotel management teams of Accor and Marriott properties in Singapore, Pacific Islands Club Saipan, Waldorf-Astoria Palm Jumeirah Dubai, Hyatt Regency Casino Manila, Hilton Hotels in Thailand and Myanmar, and Banyan Tree Hotels and Resorts regarding the implementation of one or more of the following hotel systems: Opera Property Management System (OPMS), Opera Xchange Interface (OXI), and Opera Mobile
- Served as the lead consultant in regards to the hotel system implementation project and responsible for meeting project milestones and deadlines
- Liaised with the hotel management team to analyze their existing policies and operational procedures and tailor the hotel system accordingly to meet their requirements
- Advised the hotel management team of recommended best practices to be used in light of the new hotel system and how current operational procedures might change
- Guided the individuals designated by the hotel management team on the configuration and customization of the hotel system
- Constructed a training hotel system to be used for formal training classes and for testing whether the hotel system solution meets the expectations of the Hotel
- Conducted formal training classes for hotel's users on the use of the hotel system
- Ensured that the Hotel has a smooth "go-live" or "cutover" process, and provided 1 week of on-site support for the Hotel to advise any system related queries
- Effectively managed 4 OPMS induction classes – three times in Singapore and once in India – each lasting 2-3 weeks, for Implementation and Support Consultants in the Asia Pacific region
- Developed resources and exam questions for the certification process

required by Implementation and Support Consultants prior to undertaking any projects with Accor and Hilton Hotels. Also tasked with the review and update of the Opera PMS Certification Exam as a product SME

Dec 2009 -
Apr 2012

Shangri-La's Barr Al Jissah Resort & Spa

Assistant Front Office Manager

- Assured that financial and Performance Monitor targets were met and increasing when taking over the duties of the Front Office Manager in his absence and by supporting the Front Office Manager with the running of front desk operation
- Provided seamless service that complies with all Shangri-La standards and procedures by performing the duties of the Assistant Front Office Manager including motivating, training, and supervising the Duty Managers and Front Desk, Concierge, and Guest Relations colleagues
- Developed and implemented an Incentive Program for the Front Office department that benefitted the team by providing measurable improvements in guest engagement and performance targets while boosting morale

Feb 2007 -
Nov 2009

Shangri-La Hotels & Resorts

Corporate Management Trainee

Kowloon Shangri-La Hotel, Hong Kong (June 2009 – November 30th , 2009)

- Responsible for handling guest disputes and complaints, staff scheduling, training, motivating, and discipling of staff, developing room sales through up-selling initiatives as the Front Office Duty Manager

Corporate Head Office, Hong Kong (October 2008 – June 2009)

- Responsible for collaborating with the COO other Corporate Officers at the Head Office with management and organisational tasks including the generation, analysis, standardisation, and consolidation of charts and reports

Kowloon Shangri-La Hotel, Hong Kong (February 21st, 2007 – October 2008)

- Responsible for studying and participating in the daily operations of all the hotel's departments in an accelerated 6-month program that provided a macroscopic view of the hotel business unit

Oct 2005 -
Nov 2006

Traders Hotel, Yangon

IT Manager

- Submitted three Best Practices on the Corporate Intranet, including an updated Clearance Form to help manage system user IDs, an electronic Lotus Notes based Checklist databases, and an electronic Bulletin Board system
- Resolved technical problems, enhanced hotel operations and increased confidence in the IT team by leading monthly meetings with division and department heads
- Participated in the Executive Committee meetings to ensure guests' and colleagues' IT needs were being met and issues resolved in a timely manner

Jan 2004 -
Oct 2005

Shangri-la Hotel, Singapore

IT Officer

- Managed the migration from Micros to the Infracsys point of sales system for five F&B outlets - The Line, Pool Bar, The Pastry Shop, Room Service, and Nadaman
- Installed a new Proxy Server for internet access, which resulted in savings because no licensing cost was required. Other benefits include increased stability and flexible control mechanisms



Education

Sep 1998 -
Sep 2003

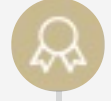
University of California, Irvine

- > **Bachelor of Science**, September 2003
 - Majored in Information and Computer Science

Aug 1996 -
Jun 1998

United World College of Sout East Asia

- > **Diploma from International Baccalaureate Organization**, June 1998
 - Studied mathematics, physics, and chemistry at Higher Level



Certificates

Nov 2011

- Leading Customer-Focused Teams (Cornell University through e-Cornell)

Jan 2012

- Hospitality Management (Cornell University through e-Cornell)

Dec 2012

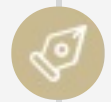
- Opera PMS Specialist (Micros Academy)

Oct 2013

- Major Accounts Specialist - Hilton (Hilton Worldwide)

Jul 2013

- Major Accounts Specialist - Hyatt, Marriott, Accor (Oracle University)



References

- Will be provided upon request