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|  Shailendra K RaiAssistant Professor

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| **Contact** |

 Address GUWAHATI, Assam, 781011Phone 09450845498E-mail rais6316@gmail.comLinkedInhttps://www.linkedin.com/in/shailendra-rai-985ba11WWWhttps://zety.com/profile/shailendrak-rai/318

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| **Skills** |

 RESEARCHERAUTHORCERTIFIED ASSESSOR |  Assistant Professor with 10 years of experience successfully contributing to hospitality curriculum development and delivery. Driven to contribute to program outcomes by facilitating engagement and supporting learning objectives. Enthusiastic professional with background in academic advisement.

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| **Work History** |

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|   | 2021-10 - Current |   | **Assistant Professor/Academic Coordinator***Assam Don Bosco University, GUWAHATI, Assam** Used variety of learning modalities and support materials to facilitate learning process and accentuate presentations.
* Created materials and exercises to illustrate application of course concepts.
* Handled classroom administration for professors.
* Performed research to serve as basis for academic writing for publication.
* Mentored students and communicated internship and employment opportunities.
* Applied innovative teaching methods to encourage student learning objectives.
* Evaluated student progress through analysis of test scores and homework completion.
* Facilitated academic and community collaborations to increase number of community-engaged research proposal submissions to extramural funders.
* Evaluated and supervised student activities and performance levels to provide reports on academic progress.
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|   | 2020-06 - 2021-09 |   | **Assistant Professor***Parul University, Vadodara, Gujarat** Used variety of learning modalities and support materials to facilitate learning process and accentuate presentations.
* Collaborated with faculty members on [Type] projects.
* Stood in for professors and teachers in absences, lecturing or providing course material on Housekeeping and Front office based on lesson plans.
* Performed research to serve as basis for academic writing for publication.
* Created materials and exercises to illustrate application of course concepts.
* Helped struggling students by providing support outside of classrooms and consistently checking in on progress.
* Mentored students and communicated internship and employment opportunities.
* Proctored exams and provided remediation for learning improvement goals.
* Facilitated academic and community collaborations to increase number of community-engaged research proposal submissions to extramural funders.
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|   | 2016-08 - 2020-06 |   | **Assistant Professor***Chandigarh College of Hospitality, Mohali, Punjab** Took attendance, graded assignments and maintained student records to assist teachers with administrative tasks and maintain smooth daily operations.
* Used variety of learning modalities and support materials to facilitate learning process and accentuate presentations.
* Stood in for professors and teachers in absences, lecturing or providing course material on Housekeeping based on lesson plans.
* Maintained compliance with test center policies, practices and procedures.
* Secured testing materials and maintained confidentiality of all details.
* Assisted faculty with setting up tests and coordinating test spaces.
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|   | 2015-10 - 2016-08 |   | **Lecturer***IHM Meerut, Meerut, Uttar Pradesh** Evaluated and revised lesson plans and course content to achieve student-centered learning.
* Used variety of learning modalities and support materials to facilitate learning process and accentuate presentations.
* Mentored undergraduate and graduate students in effective next-steps for education and career preparedness.
* Maintained interdisciplinary study as guiding principle, establishing partnerships with faculty in other departments to draw parallels with other subjects.
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|   | 2014-06 - 2015-06 |   | **Housekeeping Supervisor***Royal Orchid, Vadodara, Gujarat** Assigned housekeeping staff to specific shifts and room blocks based on abilities and daily requirements.
* Trained and mentored all new personnel to maximize quality of service and performance.
* Completed schedules, shift reports and other business documentation.
* Directed team of 20 personnel in busy hotel with 100 rooms.
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|   | 2013-07 - 2014-06 |   | **Housekeeping Supervisor***Hotel India Awadh, Lucknow, Uttar Pradesh** Assigned housekeeping staff to specific shifts and room blocks based on abilities and daily requirements.
* Trained and mentored all new personnel to maximize quality of service and performance.
* Completed schedules, shift reports and other business documentation.
* Directed team of 20 personnel in busy hotel with 70 rooms.
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|   | 2013-03 - 2013-06 |   | **Housekeeping Associate***Grand Hyatt Goa, Goa, Goa** Removed bed sheets and towels from rooms and pre-treated stains to maintain and restore linen condition.
* Completed pre-cleaning duties by setting up cleaning carts with fresh linens, cleaning supplies and requested guest supplies.
* Trained new employees on departmental procedures and provided assistance in finding cleaning supplies.
* Used Opera full service to update status of each guest room and record maintenance needs.
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| **Education** |

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|   | 2021-07 - Current |   | **Ph.D.: MANAGEMENT***IIMT UNIVERSITY -* MEERUT |

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|   | 2015-01 - 2016-12 |   | **MBA: TOURISM AND HOTEL***SV SUBHARTI UNIVERSITY -* MEERUT |

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|   | 2008-07 - 2012-05 |   | **Bachelor of Science: Hotel Management***BBDNITM -* LUCKNOW |

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|   | 2005-08 - 2008-05 |   | **Bachelor of Science: Biology***MMTD College -* Ballia Uttar Pradesh |

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| **Accomplishments** |

 Written a Book HOTEL HOUSEKEEPING OPERATIONSPUBLISHED 9 RESEARCH PAPERS

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| **Workshop, Conferences and Webinars/Seminars** |

 **Workshops****1. Tourism Entrepreneurship and start up opportunities in NE region 6th-10th Dec. 2021****2. Workshop on Qualified the Exam of One Week STTP on Statistical Analysis for Research (online mode) from 18 May, 2020 to 22 May, 2020 organized by REST Society forResearch International (RSRI), Krishnagiri, Tamilnadu, India.****3. Workshop on Quality enhancement in research ( Jan11-17 2022)****4. Workshop on research paradigms ( 3-8 May, 2021)****FDPs****1. ATAL FDP on Organizational Behavior (23-17 Nov. 2021)****2. FDP on Learning Pedagogy and effective use of case methods(17-21 May 2020)****3. ATAL FDP on "Academic Leadership in Higher Education" from 2021-05-17 to 2021-05-21 at CENTRAL UNIVERSITY OF RAJASTHAN.****Webinars****1. Relevance of Corporate social responsibilities in tracking Covid-19(25th May 2020)****2. The New normal for hospitality and Tourism (27th May 2020)****3. Tourism and Hospitality strategies to the covid 19 Crisis(20thMay 2020)****4. Incarporating Human values in higher education(20th-21st Dec. 2021)****5. Exploring research with value added quality publications(MAY 12 2020)****6. Webinar on Career opportunities inmanagement post COVID (MAY 20 2020)****7. Webinar on Role of academicians and tourism professionals in Post Covid Scenario(4-5 June, 2020)****8. National Level Webinar ‘Covid-19 Scientific Response for Hotels, Restaurants & Catering Business Saturday, 30th May 2020 from****9. Cyber Security in online education ( 24th May 2020)****10. National Webinar-2020 on Multicultural Education in Hospitality Studies : Trends and Challenges in Indian Context 08/06/2020****Certificates****1. International certified career coach by Mindler(30-31st May 2020)****2. Basics of Human Resource Management,Powered By Educaterer India****3. Online Awareness Test on "Teaching Aptitude andEmployability Skills for Hospitality Teachers" conducted by the Department of Tourismand Hotel Management, Amal College of Advanced Studies, Nilambur, Kerala, India****4. Managing stress and effectively coping during Covid-19****5. Principle and practices of Management****6. Fostac Certification( Food Safety)****7. Leadership Development Program**

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| **Research and Publications** |

 **BOOK**HOTEL HOUSEKEEPING OPERATIONS (ORANGE BOOK PUBLICATIONS**RESEARCH ARTICLE/PAPERS-**1. PERCEPTION OF STUDENTS TOWARDS TOURISM AND HOTEL MANAGEMENT COURSES AND INDUSTRY- A STUDY OF CHANDIGARH COLLEGE OF HOSPITALITY2. EFFECT OF FAST FOOD CONSUMPTION ON THE HEALTH OF SCHOOL GOING CHILDREN- A STUDY OF SHAMLI UTTAR PRADESH3. HOSPITALITY INDUSTRY AND IMPACT ON INDIVIDUAL SPENDING: A STUDY OF PURVANCHAL4. SKILLS AND TRAINING FOR THE HOSPITALITY SECTOR: A REVIEW OF ISSUES5. A Study of Select Human Resource Practices in Govt. approved Hotels in Uttar Pradesh (India)6. “Practices of Human Resource in Hotels: A Study of Chhattisgarh India7. "Working of Human resource department in the hospitality industry: A review of the literature" |

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