

RAINHA MELANIE BARRETTO

A seasoned industry expert with seven years of experience in hospitality education and three years in the industry, specializing in program creation, personnel management, and process optimization. Proficient in fostering teamwork, promoting corporate achievement, and driving effectiveness through continuous development initiatives. Open to opportunities in administration and HR coordination, leveraging a strong background in organizational management and strategic planning.



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11th March 1992

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EDUCATION

**Masters in Travel & Tourism
Ignou**

2022 Pursing

**M.sc in Hotel Management & Catering
science**

Madurai Kamraj University
2019

Bachelor in Hotel Management
Managlore University
2014

CERTIFICATION

**Project Management Associate (IPMA
D-certification)**

2024 pursing

Emotional Intelligence
Certificate Course from Coursera
2024

EXPERTISE

Administration & Coordination
Guest Experience Enhancement

Process Optimization

Flexible team player

Analytical Thinker

Technologically competent

LANGUAGE

English

Hindi

Basic French

WORK EXPERIENCE

Ramaiah University of Applied Sciences

Assistant Professor

August 2024- Present

- Deliver lectures, seminars, and tutorials on management topics such as organizational behavior, marketing, project Management, and Human Resource
- Create and revise curricula, syllabuses, and methods of assessment to align with contemporary University academic norms and trends.
- Conduct and publish original research in the field of management
- Provide academic counseling and career guidance to students
- Build and maintain relationships with industry partners to enhance learning and employment opportunities for students.
- Prepare and grade examinations, assignments, and projects.

Nitte Institute of Hospitality services

Assistant Professor

June 2017 - August 2024

- Member of Board of studies at Nitte University
- Designated as lecture for teaching Human Resource Management and Introduction to Hospitality and F&B Service
- In-charge for the training and placement for the college.
- Responsible for performance excellence in the Academy
- In charge for developing syllabus curriculum for the department at the university
- Mentoring and counselling students Academically, Personally & Professionally.
- In charge for admission counselling

Grand Bay

Event Coordinator (part time)

Oct 2022 - August 2024

- Responsible for providing assistance to coordinators in the effective and efficient planning of events, from weddings to academic gatherings.
- Help the coordinators ensure a smoothly run event and to handle any hitch that may arise in the course of the event
- Comply with instructions from the coordinator on the layout of the venue of the event Usually interfaces with various vendors necessary for an event on behalf of the coordinator

Hampton Inn (USA)

F&B associate waitress

Nov 2014 - Jan 2017

- To ensure stations are adequately stocked with replacement cutlery, crockery or Other established needs, be they food or equipment
- To serve food and beverages in accordance with laid down standards, but above all in a professional and courteous manner
- To clean agreed designated areas, in accordance with laid down procedures and hygiene procedures

All Star Store & market (U.S.A)

Supervisor (part time)

OCT 2014 - FEB 2017

- Oversee and guide retail staff, including scheduling, task assignment, and training new employees on company policies, procedures, and customer service standards
- Assist customers with inquiries, product recommendations, and ensure a positive shopping experience
- Assist in achieving store sales targets by encouraging staff performance, upselling, and maintaining a customer-focused approach
- Monitor inventory levels, organize stock replenishment, and report discrepancies or shortages.

REFERENCES

Mr Neil D'souza

Assistant professor (Grade 2)

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