****

**RESUME**

**Zaid**

**Front Desk Officer/Night Auditor**

**Karan Gulf Services Apartments C/O of Karan Suites & Towers**

**Saudi Arabia**

**E-Mail:** [**zaid.149960@2freemail.com**](mailto:zaid.149960@2freemail.com)

**Issue Date : 15-02-2011**

**Expiry Date : 14-02-2021**

**Professional Summary:**

**Bilingual: English, Urdu, Hindi & learning Arabic speaking.**

**Courteous Front Desk Officer adept at balancing multifarious tasks and priorities seamlessly while delivering the different level of customer service. Over 4 years in the Hotel industry and hospitality establishment as well.**

**Honestly working multitasking as Front Desk Officer with outstanding telephone, scheduling and documentation skills .Also directing housekeeping staff, interact with customers, maintaining inventories. Managed cash flow of the business through the use of Micros Opera System, Credit Card Batching and Cash depositing.**

**Administrative professional offering, excellent communication and computer skills. Meets deadlines and works with a high level of multicultural awareness and adaptability.**

**Worked as Call Center Representative with expertise providing customer support in high call volume environments. Computer savvy and telephone etiquette.**

**Skills:**

**A good communication skills.**

**MS Excel, Word, Outlook, Gmail proficient.**

**Competent in Cash Management.**

**POS systems.**

**Hospitality background.**

**Concierge background.**

**Front Desk experience.**

**Guest satisfaction specialist.**

**Calm, Confidence, Maturity and Competent**

**Multi-line phone talent.**

**Credit Card processing.**

**Guest services, Reservations and booking system experience. Service-oriented**

**Hotel operations and management.**

**Computer knowledge.**

**Performing Night Audit in Micros Opera System while on Night Shift.**

**Micros Opera training certified.**

**CRM knowledge.**

**Quality Assurance.**

**Work History:**

* **April 2013 to Current -**

**Karan Gulf Services Apartments, Al Farooq Compound, Al Jubail Industrial City, KSA. From May’2014 to Feb ‘2016 worked under Contract holding the same position in Samsung Engineering Naffora Techno Valley Project, Support Industry Area Jubail City.**

**As Front Desk Officer.**

**Duties & Responsibilities:**

**Greeted and welcomed all guests with a smile.**

**Greeted, registered and assigned rooms to guests of hotels.**

**Answered department telephone calls within two rings, using correct salutations and telephone etiquette.**

**Sending confirmation of room bookings via email.**

**Maintained Business property to ensure a good public environment.**

**Recommended top dining and entertainment options.**

**Post charges for rooms, food, beverages, or telephone calls, to ledgers manually or by using computers.**

**Resolved service-related problems in a timely manner.**

**Promote the hotel brand's loyalty.**

**Following the instructions of Managers and seniors.**

* **September 2010 to Nov 2010**

**Aegis Limited, Jamshedpur, India**

**As Customer Service Executive**

**Effectively managed a high-volume of inbound and outbound customer calls.**

**Addressed and resolved customer product complaints empathetically and professionally.**

**Gathered and verified all required customer information for tracking purposes.**

**Mastery of customer service management systems and databases.**

**Analyzed call volume and average call time to monitor Customer Service Representative Performance and productivity.**

* **October 2009 to January 2010**

**Tata Business Support Services, Jamshedpur, India**

**As Customer Care Executive**

**Effectively managed a high-volume of inbound and outbound customer calls**

**Mastery of customer service management systems and databases.**

**Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.**

**Education:**

**Degree College: 2010 -Jamshedpur Co-Operative College, Jamshedpur, India**

**Bachelor of Commerce (Honor’s), Degree from Ranchi University, Ranchi, India.**

**Inter College: 2006- KMPM Inter College, Jamshedpur, India.**

**Intermediate in Commerce from Jharkhand Academic Council, Ranchi, India.**

**High School: 2004- St. Johns High School, Jamshedpur, India**

**High School Diploma & Examination Board Certificate.**

**Personal Information:**

**Date of birth : 27/11/1987**

**Marital status : Single**

**Gender : Male**

**Religion : Islam**

**Nationality : Indian**

**Physical status : Good and sound**