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| New_logo.gifWhats app Mobile:+971504753686 Gulfjobseeker.com CV No:1567188E-mail: gulfjobseeker@gmail.com |
| **PROFILE** |
|  | With an energetic, ambitious and adaptable attitude who has developed a mature and responsible approach to any task that undertake. As an MBA hospitality professional with more than 8 years of experience in management and administration, excellent person in working with others and having clear, logical mind with a practical approach to problem solving and a drive to see things through to completion. Always optimistic, eager to learn, enjoy overcoming challenges and have a genuine interest in hospitality business administration and communicate comfortably at all levels.  |
| **employment history** |
|  | **Holiday inn Hotel IHG) 197 bedrooms** 05th May 2015 to Nov 2015 **Duty Manager**1. Complain Handling Update on MOD logbook and direct reporting to operations manager
2. Help Front Office Team
3. Security check duties on daily basis
4. Rooms Assignment and Traces resolve specially for VIPs
5. Prepare daily Reports for all departments plus Hotel Heart Beat on VIP report
6. Create Reports for accounts and IHG head office UK

**Beaumont Estate Hotel Old 414 Bedrooms** 10th Nov 2014 to Nov 2015 **Duty Manager**1. Dealing with complaint and queries
2. Check credit report
3. Wash blocks if necessary
4. Check Credit limit report and followup, Balance check report
5. Update DM book with all queries and complains
6. Check Staff uniform and standard according to company standard
7. Room allocations etc….

**Cliveden House Hotel 39 bedrooms**  15 may 2013 till 10th Nov 2014 **Duty Manager**1. Customer service face to face
2. Complaint handling with reporting to Operations Manager
3. Guest check in and check out VIPs and showing them all around hotel restaurants and their rooms
4. Dealing with internal departments according to situation
5. Prepare daily program list and arrival list for all front office staff and for restaurant and housekeeping. etc

**Comfort Inn Hotel 180 bedrooms** January 2011 to May 2013 **Assistant Manager Housekeeping**1. Managing and monitoring deliveries of housekeeping, stock and room services.
2. Assign tasks to housekeeping porters and related staff on day to day basis including setting Rota and adjust all housekeeping staff according to occupancy.
3. Supervising room cleaners by rectification of complaints.
4. Regular meetings with all department heads to ensure smooth functioning of operations, managing complaints, feedback and meet targets.

**Marriott Hotel 380 bedrooms**  July 2010 to 31st Dec 2010**Housekeeping Supervisor** 1. Making all room attendant task sheet on daily basis
2. Double check all services to ensure the quality services to our executive guests.
3. Preparation of task list for housekeepers, porters and for junior supervisors.
4. Keeping records up-to-date, i e; Stock, laundry and dry cleaning etc.

**Pearl Continental Hotel 470 bedrooms** Nov 2009 to March 2010**Junior Account Officer (part time)**1. Data entry
2. Final reporting to the manager
3. Checking all cash receipts.
4. Ledger posting
5. Outdoor work with bank and currency exchangers as well.

**Pearl Continental Hotel 470 bedrooms** 1st August 2007 to 30 March 2010 **Tele-sales Executive** 1. Creating new clients for PC and retaining existing members.
2. Product presentation to executive clients and convince them to join membership.
3. Meeting sales target on a monthly basis.
4. Serving as a bridge between customer and management in order to improve service level by providing appropriate feedback from the customers.
5. In house tours with guests if they ask to build strong customer relationship.
6. Regular meetings for service improvement with department heads, supervisors and assistant managers.
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| **Academic qualification** |
|  | **MBA Hospitality Management** Level **7 University Of Wales UK** Jan 2014 to Aug 2015 **Advance Diploma in Strategic Management** Level 7 **(AABPS) UK** Nov 2012 to Nov 2013 **Diploma in Business Management** *Level 6* ***(*AABPS) UK** *Oct 2011 to Nov 2012* **Diploma in Business Management** *Studies Level 5* ***(*AABPS)UK**  *Apr 2010 to 15th Aug 2011* Business Strategy, Principals of Management and Leadership, Organizational Behavior, Human Resources Development, Operations Management in Business  |
| **additional qualification** |
|  | MS Word , MS Excel, MS Power Point, Windows XP-2007 Expert, Networking Course certification from Pak College Of IT Karachi Pakistan, Oracle Expert, Opera Expert, Internet Browsing, E-mail, Scanner, Printer and Fax expert , **3 days Opera Training Course by Principal Hayley Group. Brilliant Hotel Management Software Expert trained by IHG and First Aid certificate and UK Full Driving License** |
| **online courses**  |
|  | 1-Foundation health and Safety 2-Substances Hazardous to Health3- COSHH Assessment 4-Fire Prevention5- Customer Service 6 -Communication Skills7- Bar Services 8-Bar Equipment Food Service9- Disability Discrimination awareness |
| **languages** |
|  | Urdu Expert, Punjabi Expert, Arabic only Reading and Writing and English Reading, Writing Listening and Speaking Standard |