**Resume**

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|   **SARFAS** Personal DataDate of Birth : 19-06-1989Sex : MaleNationality : IndianMarital Status : SingleDomicile : Kerala**Languages known** Read and write:English, Malayalam To speak :English, Hindi Malayalam, Tamil **Hobbies** Reading books, watching movie, Playing games, leasing music.  | ObjectiveSeeking a position that will allow me to apply and enhance my skills. I desire to gain quality experience that will allow me to take full advantage of my knowledge. In addition, I am eager to contribute my creativity and hard work towards the success of your company and its growth in that fast developing field**Professional Experience*** May 2015 till now working in Hyatt Hotels situated in Dubai Central transportation guest services officer as a supervisor.
* April 2013 to May 2015 Working in Hyatt Hotels situated in Dubai as a Guest Service Officer Dubai Airport Counter.
* December 2013 to April 2013 working in Grand Hyatt hotels situated in Dubai Guest Service Officer (Operations Coordinator).
* May 2011 to December 2013 Working in Grand Hyatt Dubai Hotel as a Guest Service Associate HK Operations Coordinator.
* June 2010 to January 2011 working in I-Net info tech, Ernakulum- Kerala as system support engineer windows 2003.

**Job Skill*** Self-directed, able to work independently.
* Good organizing & planning skills.
* Good multi-tasking skills.
* Ability to support a large group of professionals.
* Good written & verbal communication skills.
* Good judgment & interpersonal skills.
* Able to manage confidential materials and information

**Main Responsibilities*** Dealing with internal and external customers with authentic service.
* Providing transportation facilities to our guests.
* Communicating with guests and internal colleagues in order to make operation smooth.
* Responsible for the administration and operation requirements.
* Keeping all the knowledge about airport operations like, Meet and Greet services, flight arrival and departure information.
* Taking reservations through phone and e mails and responsible to handle all the bookings.
* Resolving guest complaints.

**Education*** Bachelor of Computer Application Mangalore University, India
* +2 commerce Govt. Higher secondary school, Kerala, India
* SSLC Govt. High school, Kerala, India

**Training Exposure*** Cross-training as an information technology coordinator at Grand Hyatt Dubai.
* Cross-training as a Guest Service Officer, Airport Counter at in Hyatt Hotels situated in Dubai.

**Certificate of Appreciation*** Certificate of Appreciation hard work adaptability and maintained positive demeanour changes in the structure and policies in the central transportation department on 2016 from Mr. Fabio Nonato (Grand Hyatt Dubai Director of Rooms).
* Best Guest service appreciation letter on 2014 from Mr. Anil Kumar Viswanathan (central transportation Manger)
* Best Guest service appreciation letter from Mr. Fabio Nonato (Grand Hyatt Dubai Director of Rooms).
* Hystar points 32 from Grand Hyatt Dubai in 2013.
* Winner of the month in Grand Hyatt Dubai 9-times

**Computer skills** * Installation and support for windows /98/NT/2000/2003/2008/XP/Vista/Linux/windows7
* Installation of Hub, switches, Router
* Computer hardware and network repairs

**Computer literacy** * Diploma in Computer Network Engineer
* Microsoft certified systems engineer
* CISICO certified network associate
* Microsoft certified Technology Specialist
* Certified wireless network administrator
* Diploma in network engineer
* B soft certified network professional
* B soft Certified hardware professional

**Software Exposure** * Operating system: windows /98/NT/2000/2003/2008/XP/Vista/Linux/windows7/10
* Application software: adobe/MS Office/programming c ++
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**Job Seeker First Name / CV No: 1718304**

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