

**Sadia.351978@2freemail.com**

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## Career Aspiration

To seek a suitable challenging position as a Customer Service Executive with an organization that has the vision and potentials for development, growth and expansion and at the same time maintain a high standard of performance and business ethics.

## Academics

**Bachelor of Arts** Govt. College University, Faisalabad **2016**

**FSC Pre-Medical** Punjab College for Women, Faisalabad **2012**

**Matriculation** Govt. Girl High School, Faisalabad **2010**

**Diploma** ITHM, Faisalabad **2014**

**(Hotel Management & Tourism)**

**Award and Certificates**

* One month operations training certificate from Jinnah Park Cinepax Cinema Rawalpindi
* Best Front Office Team Award from Pearl Continental Bhurban Murree
* Emergency First Aid with Defibrillation and Incident Management Course

**Employment History**

**Jump Box Indoor Trampoline Up-Town Mirdif, Dubai Sep 2016 to March 2017**

**Receptionist (06 Months)**

**Responsibilities**

* Answer telephone calls promptly
* Handled a high volume of existing customers/walking customers and prospect customers
* Efficiently Check in customers ensuring that waivers have been completed fully (online or paper) allocate relevant colour coded wristbands and compulsory grip socks
* Provide necessary park information at customers request e.g. opening times, prices, safety information, information on services we offer i.e. little Jump, Jump Fit, Birthday Parties etc
* Ensure the reception area is kept clean & tidy at all times
* Conduct regular grip sock replenishment

**Pearl Continental Hotel Bhurban, Murree May 2015 t0 May 2016**

**Guest Relation Officer (01 Year Experience)**

**Responsibilities**

* Call handling with proper Greetings, forward to relevant departments on the demand of guest
* Make a reservation on calls, Smoothly Groups and Individually Check-In and Check-Out
* Assist guest and escort them to location within the hotel at their request
* Maintain knowledge of special program and event in order to organize and respond to guest Adhere Front office policies and procedure
* Interact with department and hotel and hotel staff in professional manner to faster good rapport, promote team spirit and ensure effective two way communication
* Receive the VIP and CIP guests with flower bouquet and escort their room
* Make a Newsletter and forward to housekeeping department
* Make a Courtesy Release, What’s on Today
* Make a Fruit Basket Forecast and forward to room service, main kitchen, bakery, cost department, finance department
* Inspect rooms, find out discrepancies and mail report to relevant departments
* Anticipate guests need, handle guest required and solve problems and provide guest feed back to Front of manager for action
* Update Registration Cards and close the shift
* Make a No Show report and communicate to well to ensure shift handed-over

**Cinepax Cinema Faisalabad May 2014 to Oct 2014**

**Cashier (06 Months Experience)**

**Responsibilities**

* Greet the customers entering into organization
* Handling all cash transaction in the organization
* Receive the payment to cash, credit card and master card
* Checking daily cash account
* Solve the customer’s queries
* Providing training and assistance the new joined cahier

**Travel Agency, New Jadah Travels Nov 2014 to April 2015**

**Administrative Assistant (06 Months Experience)**

**Responsibilities**

* Organize and provide documents, reports and information to department and external clients in an useful and well-organized manner
* .Create and maintain active files
* Plan meeting and conference calls and arrange and manage meetings
* Take and compile minutes of meeting
* Initiate purchase requisitions
* Order office supplies and equipment
* Maintain files and folders
* Maintain weekly schedules for employees
* Handle and screen telephone calls, routine mail and reallocate as requirement
* Train and supervise casual and clerical staff
* Process client orders, invoice and payments
* Perform basic bookkeeping activities
* Create and maintain database records
* Manage front office operations
* Manage calendars
* Plan and organize meetings and events
* Track and process annual and fixed asset inventory

**Computer Skills**

* MS Office(World, Excel & Power Point)
* MS Outlook
* Command on Opera
* Command on Monchai
* Command on Scope

**Personal Skills**

* Work under pressure
* Problem solver
* Persuasive and persistent
* Good Communication skills

**References** Can be furnished immediately upon request