

**MOHOMMAD**

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**POST APPLIED FOR FRONT DESK AGENT/ HOUSEKEEPING SUPERVISOR**



**OBJECTIVE**

As a highly self-motivated individual with strong track record in delivering quality customer service, I am seeking my next position in challenging organization and results driven company.



**PROFILE**

* Self motivated, hard working and goal-oriented with a high degree of flexibility, creativity, resourcefulness, commitment and optimism
* Result oriented individual with strong analytical and interpersonal skills and a quick learner with high levels of adaptability and ability to take initiative.
* Good communication skills, verbal as well as written coupled with exceptional presentation skills.
* An effective team player with exceptional planning and execution skills coupled with a systematic approach and quick adaptability



**EXPERIENCE IN UAE: 2 YEARS**

**EXPERIENCE: RAS-AL-KHAIMAH**

**ACACIA HOTEL, RAS-AL-KHAIMAH**

**Designation: Front Office**

**17 May 2016- 13 Jan 2017**

* To complete the registration formalities of the guest with confirmed reservations.
* To communicate with all other departments through the proper channels.
* To check all the arrivals of the day including VIP arrivals.
* Handle guest complains and resolve them immediately.
* To provide CID report of all in-house guest and check-in guest.
* To ensure that all hotel standards and procedures are applied.
* To attend guest call and give information about the facilities of hotel.

**EXPERIENCE: ABU DHABI**

**NEHAL HOTEL, ABU DHABI**

**Designation: House-Keeping Team Leader**

**2 December 2014-17 May 2016**

**Key Responsibilities:**

* To assign housekeeping staff their duties and inspect their work for conformance to prescribed standards of cleanliness.
* To coordinate work activities among departments.
* To prepare reports concerning room occupancy, payroll and department expenses.
* To inform the manager, desk clerk and admitting personnel of rooms ready for occupancy.
* To attend staff meetings to discuss company policies and patrons' complaints.
* To monitor and support the housekeeping staff in delivering a high quality cleaning standard consistently.

**EXPERIENCE: ABU DHABI**

**EUROPEAN CONTROL SYSTEM CO.LLC** **JULY 2008 TO MARCH 2009**

**Designation**: Sales Representative

**Key Responsibilities**:

* Correctly advising customers on the right products for them.
* Visiting clients at their place of work.
* Advising and building strong relations with both new and existing clients.
* Compiling monthly financial planning reports.
* Holding regular weekly meetings with senior managers and providing them with progress reports.
* Detail-oriented with ability to manage multiple projects simultaneously.
* Customer-focused problem solver, who effectively handles difficult situations.

**EXPERIENCE IN INDIA**

6 month Industrial training in Oodles Residency, Nehru Enclave, New Delhi



**EDUCATIONAL CREDENTIALS**

* Passed Secondary School Examination from CBSE in the year 2004
* Passed Senior Secondary Examination from CBSE in the year 2007
* Bachelor of Hotel Management and Catering Technology from IIMT Hotel Management College, Meerut (2010-2014)

(DEGREE ATTESTED BY INDIAN EMBASSY AND UAE EMBASSY)

**Technical Proficiency**

Opera PMS, Vicas, CID Work All

Windows 97/2000/XP/7/10, MS Office, Internet Applications



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| **Strengths** |

* Strong leadership qualities: Able to analyze and solve problems
* Quick decision making
* Diligent in handling responsibility.
* Hard working
* Good Communication Skills



**Nationality:** Indian

**Religion:** Islam

**Date of Birth:** 23/05/1988