**CURRICULUM VITAE**



**HANIF**

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**CAREER OBJECTIVES**

I am currently looking for a full time position in an environment/industry/company whichenables me to implement my organizational skills, educational background and offers me a consistently positive atmosphere, a greater challenge, the opportunity to learn new ideas and implement them for the betterment of the business and to help the organization advance efficiently and productively.

**ACADEMIC PROFILE YEAR**

* Completed **10th** from **SEBA, Assam, India**. **2005**
* Completed **10+2** from **AHSEC, Assam, India**. **2007**
* **Graduated (B.A)** from **ASSAM UNIVERSITY, SILCHAR, India**. **2010**

**WORK EXPERIENCE YEAR**

* Worked as a **Customer Service Representative** in **Reliance Customer Care, India**. **2011 - 2014**
* Worked as a **FrontDeskAssociate/Receptionist** in **DynastyHotel,Guwahati, India**.**2015 - 2017**

**DUTIES AND RESPONSIBILITIES**

* Greetingcustomerswarmlyandmakesuretheyarecomfortable.
* Ensuringeachcustomerreceivesqualityservice.
* Preparingproductorservicereportsbycollectingandanalyzingcustomerinformation.
* Toprovidecustomerwithfacultyinformationandsupport.
* Greet guests and patrons as they arrive and ask if they have a prior booking.
* Managing the registration process, asking for identification and ensure that the provided credentials are accurate.
* Handle guest check-ins and check-outs appropriately.
* Operate hotel switchboard, take calls and provide information and transfer calls.
* Manage accurate accounting of all rooms.
* Take reservations over the telephone, through emails and in person.
* Answer queries regarding the hotel’s services, charges, dining facilities, sports facilities and travel direction.
* Provide guests with directions around the hotel.
* Contact housekeeping and maintenance departments when a problem is reported.
* Providingguests with room keys and ensure that guests are satisfied with the rooms allotted to them.
* Accommodate guest request.
* Computebillsandtakepayments.
* Schedule meetings and conference rooms.
* In case of waiting around, inviting the customers to take a seat and offering them complimentary snacks and coffee.
* Keep updated records of office expences and costs.
* Prepare outgoing mails by drafting correspondence, securingparcels etc.
* Upholding the front desk's high cleanliness standards and presentable with all the necessary materials (pen, forms, papers etc.)
* Taking up other duties as assigned (travel arrangements, schedules etc.)
* Contributes to team effort by accomplishing related results as needed.

**KEY SKILLS/STRENGTHS**

* Patient, Co-operative, Confident and Sincere.
* Good verbal and personal communication.
* Good listener, self motivated and quick learner.
* Highly skilled in greeting visitors and directing them to the right person or department.
* Well versed in managing guests books and issuing security passes.
* Hands-on experience in giving information to visitors and answering their questions.
* Demonstrated ability to deal effectively with phone and email messages.
* Comprehensive knowledge of organising reading materials in the waiting area.
* Organizational skills and customer service orientation.
* Tolerant and flexible to different situations.
* Ability to deal with different types of people.
* Leadership quality, team oriented and trustworthy.

**POTENTIALS**

* I am responsible and punctual at work and believe in hard working.

**HOBBIES**

* Bodybuilding, Reading magazines and Cooking.
* Travelling and Exploring new places.
* Making new friends.

**IT SKILLS**

* Efficient in working with MS- Word, Excel, PowerPoint and Internet.

**PASSPORT DETAILS**

Date of Expiry : 12/07/2026

Date/Place of Issue : 13/07/2016 - Guwahati, Assam, India.

**VISA DETAILS**

Visa Status : Tourist/Visit Visa

Visa Expiry : 09/08/2018

**PERSONAL DETAILS**

Date of Birth : 01-01-1990

Religion :Islam

Languages Known : English, Hindiand Urdu

Nationality : Indian

Marital Status : Unmarried

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge and belief.