 FAIZAN

AL NAHDA, SHARJAH

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**Objectives**

“A business management enthusiast eager to be a part of the challenging team which strives for the better growth of the Organization and which explores my potential and provides me with the opportunity to enhance my talent with an intention to be an asset to the company.”

**Experience**

Operations Supervisor

Sa u di Ar ab ia (July, 2017– October 2018)

* Recruit and deploy manpower as per client expectations
* Point of contact for any client escalations
* Implementing changes necessary in order to meet client expectations and adherence to timelines
* Maintaining highest levels of customer satisfaction by deploying the right resource and anticipating any challenges
* Communicating all operating updates and issues at department/client meetings.
* Assisting the sales team during new business acquisition.
* Organize periodic customer satisfaction surveys
* Arrange client visits along with Senior Management where necessary
* Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints.

Guest Services Supervisor

Pa hal g am , I ndi a (October, 2013– May, 2017)

* Inducting and training new members of the staff.
* Supervising the Front Desk operations and ensure the homely ambience for the customers.
* Maintaining the record of availability of rooms.
* Ensuring the bill payment has been made.
* Ensuring the health and hygiene standards have been maintained as per the industry norms.
* Ensuring all safety and emergency procedures have been implemented in accordance with the accident prevention policies of the company.
* Responsible for Anticipating and intervening in all incidents of guest dissatisfaction and making attempts to satisfy all such guests, within hotel policy.
* Ensuring timely deliverance of essential commodities
* Maintaining a detailed knowledge about the hotel's services and hours of operations.
* Answering queries regarding rates and availability.
* Prevent abuse or destruction of Hotel property

**Skills**

* Leadership & Decision making.
* Teamwork and collaboration.
* Critical thinking and Problem Solving.
* Employee Relations.
* Onboarding.
* Performance Management.
* Deadline Oriented
* Communication Skills.
* Technological Aptitude.

**Education**

MBA – HR & Marketing

**Baba Ghulam Shah University, India**

September 2012

BSc – Information Technology

**University of Kashmir**

March 2010

**Personal Details**

**D.O.B:** 14 May 1986

**Nationality:** Indian

**Marital Status:** Single

**Language:** English, Hindi

**Visa Status:** On Visit

**References:** On Request

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