** JAVED**

**Current Address:** Dubai, United Arab Emirates

**Mobile:** +971504753686• **Email:** javed-399663@2freemail.com

**Seeking assignments in Operations Management/ Client Servicing with an organization of repute**

**EXECUTIVE SUMMARY**

* An astute professional with an experience of **around 3** **years in Operations Management and Client Servicing.**
* Demonstrated professional excellence in developing

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | procedures, service standards and operational policies | **Operations** | **Presentation &** |  |  |
|  | **Management** | **Communication** | **Liaison &** |  |
|  | as per international standards | while planning & |  |
|  |  | **Skills** | **Coordination** |  |
|  | implementing effective control | measures for cost | **Guest/Client** |  |
|  |  |  |  |
|  | efficiency. |  | **Relation** | **Quality** | **Training** |  |
|  |  | **Management** | **Management** |  |  |
|  | Exposure in enhancing the production operations, |  |  |
|  |  |  |  |  |
|  | optimizing resource & capacity utilization and |  |  |  |  |
|  | escalating productivity & operational efficiencies. |  |  |  |  |
| **CAREER CONTOUR** |  |  |  |  |  |
|  | **Dubai-based COmpany** | **Hilton Garden Inn, New Delhi** | **Holiday Inn, New Delhi** |  |
|  | **Guest Service Associate** | **Guest Service Agent** | **Guest Service Agent** |  |
|  | **Jan 2020–till date** | **Feb 2019–Jan 2020** | **Nov 2017-Feb 2019** |  |

**KEY RESULT AREAS**

* Performing all check-in and check-out tasks and accommodating guest as per their preferences.
* Confirming group reservations and arranging personalized services for VIP customers and event attendees like wedding guests.
* Up selling guest rooms and promoting hotel services.
* Extending support to the team to enable them to provide effective and efficient services.
* Administering the accuracy of room blocks with guest history data, guest requests and related information.
* Keeping an eye on the staff on their behaviour and performance.
* Gathering feedback to all in-house guests along with handling all issues and complaints related to Guest from pre arrival to departure.

**CAREER HIGHLIGHTS**

* Awarded Winning Ways Champion for month of December 2017, at Holiday Inn, Mayur Vihar New Delhi.
* Recognized by the guest on Medallia and Trip Advisor several times.
* Bagged the Employee of the month Award twice at Hilton Garden Inn.

**ACADEMIC CREDENTIALS**

**TRAINING UNDERGONE**

**3 year B.Sc in Hotel Management & Catering Technology; 2017**

Undergone training at The Lalit, New Delhi for4 months

IHM Kurukshetra

**TECHNICAL SKILLS**

**Diploma in Tourism; 2017**

IGNOU

MS Excel, MS Word, MS PowerPoint, Opera 5.0.5, OnQ,

Micros and Internet

**PERSONAL DOSSIER**

**Date of Birth:**

**Languages Known:**

**Passport:**

**License.:**

3rd September 1994

English, Arabic and Hindi

 (**Valid till:** 05/11/2028)

 (**Valid till:** 30-04-2037)