

**AFNAN AHMAD**

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**ME**



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**DOB:** 01/03/1989



**OBJECTIVE:**

Ambitious, Hardworking Organized Skill Personal Willing To Start Career In Reputed And Dynamic Organization Where I Can Be A Key Team Member, Making An Important Contribution In The Growth Of The Organization By Utilizing All Of My Communication Skills.

**PROFESSIONAL QUALIFICATION:**

**Diploma in Accommodation Operation & Services,**

**Sep 01, 2013 to Feb 28, 2014 Level-II**

“Hospitality Management Training Program” (HMTP), **Human Development Resource Center**, Hashoo Foundation Rawalpindi.

**Major Theoretical Sessions Are:** Introduction to Hospitality, Fundamentals of Hotel, Housekeeping & Front Office Operations, Fire Safety, HACCP, Design & Décor, Reservations. Banquets Life Skills, Interpersonal & Communications Skills, and IT Skills.

**WORKING EXPERIENCE:**

**Trainee Islamabad Marriott Hotel “October, 2013 to February, 2014”**

**Major Responsibilities:**

**Asst. Reservations**:

Makes Room Reservations, Respond to E-mails, Phone Calls and Fax, Negotiate the rates on Telephone Calls with Guest, Maintains the Morning Briefing Reports, Update the Groups Reservations.

**Front Office:**

Assist the Guest during their Stay, maintain the inter-Office Correspondence, Supervise the Concierge Operations, Cooperation with Guest relation Staff regarding Guest’s Stay & VIPs Arrival, etc.

**Asst. Housekeeping Supervisor:**

Supervises the Bedroom Making, Public Areas Maintenance and Cleaning, Working Experiences on Opera: “Making of Daily Task Sheets, Room Discrepancies, Weekly Reports, Daily Arrivals & Departures, Maintain Log Book”, Conduct Morning Briefing Sessions for Staff.

**Receptionist “June, 2014 to February, 2015” Hotal One**

▀ Performs check-ins & check-out ▀ Handling the cash at counter ▀ Get customer feed back

**Customer Relations Officers “December, 2012 to August, 2013” TelenorPakistan**

Manages sales operations

Handing and taking stock and cash.

**Field Supervisor (BISP) “September, 2010 to March, 2011”**

**National Rural Support Proggrame of Pakistan**

**PROFESSIONAL COMPETENCES:**

**IT Skills:**

Microsoft Office (MS Word, MS PowerPoint, MS Excel)

Internet Browsing & Searching, Software Installations

**Opera Property Management Software:**

Reservations Operations

Rooms Management (Housekeeping)

**Professional Skills:**

Good Interpersonal & Communication Skills

Organizing & Negotiating Skills

Working under pressure and to meet deadlines

Good Team Working Skills

Ability to learn and adapt

**TRAINING & WORKSHOPS:**

**Life Skills Training** September 12, 2013

**HDRC (Hashoo Foundation Rawalpindi)**

**Trainer:** Ms. Farmuda Baig (Job Placement Officer)

**Fire Safety Workshop** September 05, 2013

**HDRC Hashoo Foundation Rawalpindi**

**Trainer:** Mr. Waqar (Safety Officer Marriot Hotel & Resorts Islamabad)

**Hygiene & HACCP Training** September 04-06, 2013

**HDRC Hashoo Foundation Rawalpindi**

**Trainer:** Mr. Noman Abdullah

(Quality Assurance Officer Marriot Hotel & Resort Islamabad)

Mr. Faisal Siddque (Chief Steward Marriot Hotel & Resort Islamabad)

**ACADEMIC QUALIFICATION:**

B.A 2010 Punjab University Lahore

Intermediate 2008 Rawalpindi Board

**LANGUAGE SKILLS:**

**English:** Speak, Read, Write, Listen

**Urdu:** Speak, Read, Write, Listen

**REFERENCES:**

Reference should be furnished on demands.