**AFNAN AHMAD**

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**ME**

**Address:** House #1603/9 Mohalah Masjid Loharran Tehsil Fateh Jang, Pakistan.

**Nationality:** Pakistan

**Passport Number:** PK1163711

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**E-mail:** afnan023@gmail.com

**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.