|  |  |
| --- | --- |
|  | **Sodik****E-mail**: sodiq.muzaffarov@gmail.com**Date of birth**:11.12.1992**Nationality**:Uzbekistan**Height/Weight:** 171cm/70kg**Marital status**: Single |

**CAREER OBJECTIVES:**

As a young and motivated candidate I am seeking for a position such asF&B,Bellman / Concierge and Front Office job in UAE using hospitality experience and exceptional skills in providing excellent services to guests.

**CORE COMPETENCIES AND SKILLS SUMMARY:**

• 4+ years of experience in providing customer and personal services
•Ability to work independently and within a team environment.

• A passionate and customer oriented professional with excellent communication skills

•Ability to adapt quickly to challenges and changing environments, hardworking, extremely organized, ability to work in team, attention to detail.

• An impressive track record of client satisfaction with friendly and courteous image to guests

 **Education**

**Bachelor Degree** : Interpreter

GulistanState University, Gulistan City, Uzbekistan

**College Degree :**Tourism and Management

Academic Lyceum under Uzbekistan State World Languages University,

Tashkent , Uzbekistan

 **Languages**

**English:** Fluent

**Russian:** Fluent

**Turkish:** Intermediate

**Computer Skills:**

Perfect user at Microsoft Office (excel, word), Internet, Adobe Photoshop, Opera System

**Professional Work Experience**

****

*Dubai, U.A.E*

**Residences Bellman April2018 – Until now**

-Greet and escort Residences owners ,vendors and visitors to the units

 - Welcome and acknowledge all guests , anticipate and address guests’ service needs ,thank guests with genuine appreciation

 -Monitor and maintain the cleanliness of the lobby ,entrances and related work areas

-Create and maintain positive working relationships with others, support team to reach common aims, and listen and respond properly to the feedback of other colleagues

-Listen and follow to theall necessary rules by Residences Manager as well as other

 procedures and service standards, including all safety policies.



***Doha Marriott Hotel , Doha, Qatar***

 **Concierge Attendant/ Bellman 01/ 2017 – 02/2018**

-Welcome and greet guests according to hospitality standards .

-Inform guests of property amenities, services, and hours of operation, and local areas of interest and activities.

-Identify and explain room features to guests (e.g., use of room key, mini-bar, ice and vending areas, in-room safe, valet laundry services).

-Transport guest luggage to and from guest rooms and/or designated bell area.

-Arrange transportation (e.g., taxi cab, shuttle busand Limo service) for guests/visitors, and record advance transportation request as needed

-Delivering other room service orders and messages, including parcels and envelops relating to the in house guests.

-Talk with others using clear and professional language, prepare and review written documents accurately and completely, and answer all telephone calls using appropriate etiquette.

 -Followup all Company policies and procedures.



***Lotte City Hotel Tashkent Palace , Tashkent, Uzbekistan***

**Waiter 11/2014- 12/ 2016**

- Greeting guests and taking orders. Giving high level service to the guest.

- Providing information about the restaurant. Checking all the table setup.

- Checking all food before serving to the guest. Communicating with the guest regarding the quality of food and service. Guest complains handling. Dealing with customer concerns and complaints in an effective way.

- Take orders from patrons for food or beverages. Check with customers to ensure that they are enjoying their meals and take action to correct any problems.

- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.

**Hobbies**:

Sport (riding ,football, basketball, gym, swimming), traveling, Reading books, I am really fond of watching movies, learning foreign languages and discovering new cultures

**Physical training**:

I am very active in participation social life. Non-smoker. I never drink alcoholic beverages and lead healthy life-style ,therefore always try to attend Yoga classes.

I confirm all the provided information is true and correct.