

WASIM AHMED

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PERSONAL PROFILE STATEMENT

A well-presented, astute professional with 7 years of experience in Hotel industry, Though a hotel Front Office Manager creates their own schedule along with that of the other Front Office employees the importance of the job usually means being on call at all times in case of emergency. A hotel Front Office Manager is tasked with making sure that the Front Office – the place where guests first come into contact with the hotel and staff – runs smoothly and effectively.

ACADEMIC QUALIFICATION

- Bachelor of Business Administration – B. B.A

EMPLOYMENT HISTORY

[From Jan2020 to Oct2021]

Job Position : [Cashier]

Company/Shop Name: ROYAL BUCKET BIRYANI - DUBAI

Work Place: [Al Qusais Damascus street , Dubai]

Main duties performed:

- Managing transactions with customers using cash registers
- Scanning goods and ensuring pricing is accurate
- Collecting payment whether in cash or credit.
- Liaising with suppliers and manufacturers on a daily basis
- Deal with customer feedback, enquiries, complaints and refunds
- Ensuring sales targets are met before the specified deadlines
- Supervising junior sales representative.

[From Sep2017 to May 2018]

Job Position : [Admin and Reception]

Company/Shop Name: [Hotel Mahalaya Residency – India.]

Work Place: [Chennai - India]

Main duties performed:

- Firm leadership skills
- The ability to multitask, priorities and manage time
- Checks cashiers in and out and verifies banks and deposits at the end of each shift.
- Arranging business meetings through emails and calls
- Trains, cross –trains, and retrain all front office personnel

[From Jan2014 to Aug2017]

Job Position : [Front Office Manager]

Company/Shop Name: [KEK Group Of Company – India]

Work Place: [Chennai - India]

Main duties performed:

- Managing and training the Front Office staff
- Ensuring the front desk provides a professional and friendly service for guests
- Handle Complaints and specific customers request
- Follow up, Maintaining and developing relationship with the existing customers.
- Ensure timely and accurate customer service

Achievements

- [Employee of the month at Sky for excelling performance]
- [Perfect attendance awards]

Skills

- Proficient in the use of computer applications like MS – Office and Networking.
- Excellent communicator and Relationship building skills
- Pro-active, organised and excellent team player
- Capable of handling multiple tasks and prioritize them in effective manner.
- Optimistic and a positive can-do attitude
- Excellent people management and time management skills.

Strenght

- Ability to work hard
- Easily adaptable to changing work environment
- Possess strong interpersonal and time management skills
- Positive attitude, good team spirit and hardworking capability
- Sincere, Punctual, Co-operative

Personal Information

- Father's Name : A.NISAR AHMED
- Date of birth : 31-07-1989
- Marital Status : Married
- Nationality : Indian
- Religion : Islam
- Language : English, Hindi, Urdu, Tamil

Signature

Wasim Ahmed