

ZARYAB ZAHOOR

Summary

To work in a competitive and challenging environment where my skills act as a tool for professional development and for the growth and advancement of the organization that I work for.

Education

- **Restaurant Manager (6 Month Diploma) 2021**
College of Tourism & Hotel Management (COTHM) Islamabad
- **Bachelor of Commerce (B.Com) 2019**
Federal Urdu University of Arts Science & Tech. Islamabad
- **D.A.E (Electrical) 2014**
Govt. Polytechnic institute Mansehra (**Peshawar Board**)
- **Matric (Science) 2011**
Marghazar Public School Mansehra (**Abbottabad Board**)
- **Computer Applications (3 Months Diploma) 2015**
Government Institute of Information Technology, Kohati Bazar

Professional Experience

- Working as a "**Customer Relationship Officer**" in **Serena Business Complex ISB** (From 18 July 2022 to Continue)

Key Responsibilities

- Greet guests and patrons as they arrive and ask for identification, ensuring that the provided credentials are accurate and issuing visitor's passes to guests.
- Manage the registration process and handle guest check-ins and check-outs appropriately and routing guests, arrival information at different entry points.
- Refer guests of tenants to appropriate offices and providing guests with directions around the business complex.
- Handling emails and operate switchboard, take calls, provide information, transfer calls and answer queries.
- Managing complaint log and forwarding them to concerned departments, keeping follow ups and resolving issues.

Contact

Address:

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Personal Information

Father's Name: Zahoor ul Islam

Date of Birth: 20-02-1996

Passport No: MN5120482

N.I.C No: 13503-5138048-7

Religion: Islam

Marital Status: Married

Languages

Urdu	C1
English	B1
Hindko	C1
Pashto	B1

Hobbies

- Cricket
- Watching Movies
- Hiking
- Cycling

Professional Experience

- Worked as an **"Incharge"** at **The Connecters** Rawalpindi
(From 9 July 2020 to 10 January 2022)

Key Responsibilities

- The nature of my work is to coordinate with customer, managing work flow, hiring employees, assigned duties and responsibilities to employees as well as strategic planing.

- Worked as **"Production Coordinator"** in Pakistan Television (PTV) as a freelancer. (From 1st March 2016 to 25 November 2019)

Key Responsibilities

- My work includes production planning, budgeting, arrangements of food, transport & stays of artists and crew members.

Projects

- **Flag Hoisting Ceremony (14 August National Event)** from 2016 to 2019
- **Satrangia – A Musical Series of PTV**
- **23rd March Show held in President House – 2018**
- **Aao Mil Kar Dam Banaain** (PTV Song for Dam Fund Raising)
- **Mai Hoon Pakistan** (National Songs in 12 Languages, shot on different locations of Pakistan)

Water for Life (Short documentaries on Water issue in deserts)

- **Fakhr-e-Pakistan** (Song on Gilgit-Baltistan)

Skill Highlights

- Leadership
- Decision Making
- Handling Pressure
- Emotional Intelligence
- Team Work
- Problem Solving
- Research & Strategy
- Public Speaking