

ASIK AHAMED M

Office Admin/Guest Service Associate

To work in respectable company that requires the application of acquired knowledge and qualification to gain new skill as well as growth is concern for more challenging position.



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WORK EXPERIENCE

Royal International LLC, Oman

Customer Service Associate
Sales Executive

3/06/2019 – 10/03/2021

Savoy Grand Hotel, Muscat, Oman

Guest Service Associate (GSA)
Store Operations & Sales Executive

2019 - 2020

SRM Info Tech, Ramanathapuram Tamilnadu, India

Worked as a faculty in MS-Office, Hardware & Networking

2015 - 2016

JOB RESPONSIBILITIES:

- Present, Promote and sell products/services using solid arguments to existing and prospective customers.
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs.
- Establish, develop and maintain positive business and customer relationships.
- Reach out to customer leads through cold calling.
- Expedite the resolution of customer problems and complaints to maximize satisfaction
- Achieve agreed upon sales targets and outcomes within schedule.
- Assist in receiving, picking and managing stock inventories and check and verify stocks received as against vendors bills.
- Always greet guests in a friendly and professional manner according to hotel standards.

SKILLS

Quick learner
Flexible team player
Strong decision maker
Creative
Oriented
Positive attitude
Service-focused

PROFESSIONAL SKILLS

Ms-Office & Internet
Hardware Networking

EDUCATION

Bachelor of Computer Science

American College –Madurai, India

2011 - 2014

Diploma in Computer application and hardware & Networking

SRM Info Tech- Ramanathapuram, India

2014 - 2015

Diploma in Hotel Management and Catering Technology

Melvin Institute of Hotel Management,
Ramanathapuram, India

2016 - 2017

- Engage each guest as a unique individual and listen alternatively to their requests
- Answer the telephone in a timely and professional manner.
- Perform any additional tasks which are assigned by management

TRAINING AND SEMINAR ATTENDED

- Vision Nature Resorts (p) LTD Kerala, India, Worked 6 Month Experience
- Hotel Tulip Inn Muscat, Oman, Worked 3 Month

CERTIFICATIONS

Successfully completed Inplant training

Nicola Educational and Research Institute, Madurai

07-10-2017 to 08-10-2017

Automotive and Heavy Vehicle Inplant Training

Nicola Educational and Research Institute, Madurai

07-10-2017 to 08-10-2017

LANGUAGES

English

Hindi

Tamil

Leaning Arabic

PERSONAL DETAILS

Passport Number: M 4567868

Date of birth: 13 June 1995

Marital status: Single

Permanent Address: 7/6, North Street
Sakkarakkottai(Po) Ramanathapuram
(Dist), Tamil Nadu, India - 623504

REFERENCES

References available on request