



# ASIF JABBAR

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## SUMMARY

Charismatic and service-oriented hotel front desk agent with more than three years of experience providing world-class service to guests seeks opportunity with an upscale hotel.

## FUNCTIONAL ABILITIES

- Acquire well-developed theoretical, communication, creative skills and a positive thinker.
- Maintain good guest's relationships
- Skill in exercising initiative, judgment, and decision making in solving problems and meeting organizational objectives
- Communicate openly with management and staff.
- Languages: Fluent in English, Hindi, Tamil and Malayalam. (Sufficient knowledge in Arabic)

## EXPERIENCE

### Business Development Executive

June 2021 - Present

- **Homeskul (E-Learning Platform) | Kochi, Kerala**
  - Oversee the sales process to attract new clients.
  - Work with senior team members to identify and manage risks.
  - Maintain fruitful relationships with clients and address their needs effectively.
  - Research and identify new market opportunities.
  - Prepare and deliver pitches to potential investors.
  - Foster a collaborative environment within the organization.

### Senior Guest service Associate

February 2021 - June 2021

- **Club Mahindra | Arookutty, Alleppey**
  - Meets with guests and provides outstanding customer service to all guests, owners, and visitors of the hotel.
  - Assists guests and owners in a branded, friendly, proactive and efficient manner with appropriate follow-up as necessary.
  - Night Auditing
  - Providing information about the history and culture of the places they visit

### Guest Service Associate

April 2019 - February 2021

- **Brunton Boatyard (CGH Earth Experience Hotels) | Fort Cochin, Kerala**
  - Welcome guests upon their arrival and assign rooms
  - Provide information about our hotel, available rooms, rates and amenities
  - Respond to clients' complaints in a timely and professional manner
  - Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs

### Front office Assistant trainee

September 2018 - March 2019

- **Airlink Castle | Nedumbassery, Cochin**
  - Answers customer telephone calls promptly and appropriately
  - Arranged accommodations and travel plans for visitors and presented updated itineraries
  - Perform all check-in and check-out tasks
  - Manage online and phone reservations
  - Inform customers about payment methods and verify their credit card data

## Industrial Trainee (Front office & Food production)

January 2018 -July 2018

- **Ramada by Wyndham** | Alleppey ,Kerala ,India
  - Maintained lobby in prescribe condition
  - Explained important features of guest rooms to travelers and queries
  - Prepared food items to meet recipes,portioning, cooking,and waste control guide lines

## EDUCATION

### Batchelor of Commerce (Degree)

- **Rabindranath Tagore University**  
Madhya Pradesh • 2017 - 2020

### Diploma In Hotel Management

- **Gurudeva Institute Of Hotel Management**  
North Paravur, Kerala • 2017-2018

### Higher Secondary Education

Minor in Computer Science

- **N.S.S H.S.S**  
Manickamangalam ,Kerala • 2013-2015

### Higher Secondary

- **St.Sebastian's High school**  
Kanjoor,Kerala

## CERTIFICATIONS

### Letter Of Appreciation 2020

- **Brunton Boatyard**

## INVOLVEMENT

- **PROFESSIONAL TRAINING ATTENDED**
  - Motivation
  - First Aid and Fire Fighting
  - Personality Development

## SKILLS

Hotelier

Microsoft Office

Adobe Photoshop

SAP