

NADIYA HASSAN



OBJECTIVE:

To secure a suitable position in an organization by proven skills and experience could be used productively, as to enhance career devolvment, and lead to mutual benefits for the organization and individual.

SKILLS:

- *Computer skills: opera 0.5, ONQ (Hotel Management system), MS office 2010, (Excel, Power Point, Word and Outlook) ,CMS (Complaint Management System),Alcatel Telephone systems,.*
- *Office skills: Office Management, Record Management, Database Administration, Travel coordination, Guest Relations, Front Desk Reception, Concierge.*
- *Good Listening skills & Good ability to deal with people and adaptive.*
- *Good Upselling with rooms division, F&B& Spa at Front Desk.*
- *Good verbal and written communication skills.*

Education:

- *Completed HSC from Holy Rosary Convent High School Honnavar with 58.56%*
- *Completed Diploma in computer Applications from NICE Honnavar with A+ GRADE.*
- *Completed Diploma in Airlines Management from AIIMS Chennai with 61%.*

Work Experience:

- *Worked for Front Office in One and only the palm **Jumeirah Hotel** in Dubai 2010-2011 April (six Months).*
- *Worked as a Front office Associate at **ITC Gardenia** a luxury collection hotel Bangalore 2012-2014(India)*
- *Worked as a Guest Relations Agent with **Radisson Royal Hotel in Dubai** 20th Jan 2015- 01st Jan 2016(Dubai).*

- *Worked as Receptionist with **Hilton Jumeira Hotel** in Dubai Feb10th-July 24th 2016(Six Months)*
- *Worked as a Guest service associate with **wyndham Group Ramada Hotel & suites Amwaj Island Bahrain**.17th July2017-Nov2018.*
- *Worked as a Guest service associate with **Atana Hotel Dubai** DEC 2nd 2018- Aug31 2019*
- *Worked as a receptionist with **Damac Hotel and Resorts Dubai** 2 Sep 2019- 31st May 2020*
- *Presently working as a Host at Expo 2020 Dubai Sept 1st till date.*

Job Summary:

- *6 years 6 months of experience as a receptionist.*
- *Demonstrated ability of greeting guests with a smile, welcoming guests to the hotel and arranging reservations in timely manner.*
- *Through understanding of helping guests with baggage storage, storing valuables, ordering taxis and reserving tables.*
- *Highly skilled in handling multiple guests simultaneously.*
- *In-depth knowledge of facilities and services of the hotel.*
- *Able to multi task effectively.*
- *Enthusiastic and positive in nature and have exceptional telephone etiquette.*
- *Able to provide accurate and detailed information to guest regarding reservations.*

Job responsibilities:

- *Receive guests on arrival with a friendly manner.*
- *Make entries of the guest to their Profiles, all special request and Complaints.*
- *Efficiently deal with check-in and check-out of guest.*
- *Deal with advance reservations take bookings and fulfilled particulars.*
- *Operated with switch board, messages and enquires in a disciplined manner.*
- *Posted all transactions to make sure that all bills are kept-up-to-date.*

- Credit card refunds, late-charges, Guest satisfaction survey filled by the guest.
- Performed all admin tasks regarding Front Office.

Hobbies & Interests:

- Reading books & novels.
- Listening to Music.
- Travelling(Visiting Historical Places.)

Languages know: English, Hindi& Konkani,Kannada.

Self-Assessment:

- Good Grasping Power, Simple person, Adaptive, Committed to Work, Self Motivator, Team Player.

Personal Details:

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Marital Status: Single

DOB 21/12/1983

The above-furnished details are true to the best of my knowledge.