



**SUHAIL MAHAMAD  
KHAN**

*Front Office Associate/  
Customer Support  
Executive*

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Nationality: Indian

Visa Type: Visit Visa

DOB: 07/09/2000

**Languages:**

- English: Fluent (Spoken & Written)
- Hindi: Fluent (Spoken & Written)
- Marathi: Fluent (Spoken & Written)

**Skills:**

**IT:**

- IMS Software
- MS Office
- Height8 Software
- Search Engines
- Social Media

**Accomplishments**

- Successful completion of 6 weeks' internship at Sun Village Resort and Spa

**PROFILE**

A productive output oriented professional served Hotel Industry & Internet Service Provider Industry for three years resulting in comprehensive list of achieved targets and deadlines seeking a suitable opportunity and deserving profile in Hotel Industry.

**EDUCATION:**

**Diploma in Hotel and Tourism Management**

Goa|2019 January – 2019 December

**Diploma in Computer Application, DCA**

Goa|2018 January – 2018 March

**Diploma in Higher Secondary, Travel & Tourism**

Goa|2016 June – 2018 March

**EMPLOYMENT HISTORY:**

**Customer Support Executive, Ethernet Xpress**

India, Goa|2020 July – 2021 October

**Domestic call center**

- Manage inbound and outbound calls promptly.
- Manage and update database as per requirements.
- Maintain Record keeping of business communication of call centre database.
- Generate Monthly report of calls received and made.
- Co-ordinate with Fibre Team and Technicians
- Perform basic Troubleshooting.
- Manage and update social media network of the company.
- Attend complaints through social media network and resolve received business queries

**Front Office Associate, Palmarinha**

Goa|2019 April – 2020 July

**Front Office**

- Welcoming guests during check-in and performing all check-in formalities professionally.
- Receiving check outs and providing guests with a fond farewell.
- Escorting Guest to the room and informing the facilities of the Hotel.
- Being informative to the guests with the best of my knowledge with regards to Restaurants, dine in, Tourism, upcoming events, places to visit, etc.
- Processing room billing, Cashing, PCV's, transportation, C-Forms etc.
- Accepting feedback and assuring guest's good stay with the property.
- Knowledge of reservations process and making reservation as per requirement.
- Assisted Duty Manger with Nigh Audit report.
- Handing over daily morning reports.

**PROFESSIONAL:**

- Effective Communication
- Integrity
- Discipline
- Teamwork
- Coordination
- Hard work
- Commitment

**Hobbies:**

- Football
- Play Drum
- Singing
- Travelling
- Exercising

**Front Office Associate, Alfran Resorts**

Goa|2017 May – 2019 March

**Front Office**

- Welcoming guests during check-in and performing all check-in formalities professionally.
- Receiving check outs and providing guests with a fond farewell.
- Escorting Guest to the room and informing the facilities of the Hotel.
- Wake-up calling to the guest for checking out during early morning subject to guest request.
- Arrangement of transportation for the guest.
- Accomplishments of special request of guest.
- Providing refreshments package based on purchased plans of the guest.
- Performing night audit and providing report regularly.
- Responsible for the cash handover while shift change.

*References available on request.*