



MOHAMMAD JAVED

📍 Dubai, United Arab Emirates

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OBJECTIVE

To work for a growing company where my background can be used by providing an excellent service for a good benefit to my employer.

PERSONAL DATA

Civil Status : Single
Date of Birth : 03/September/1994
Nationality : Indian
Religion : Islam
Passport No. : R6491824
Languages : Hindi and English

ACADEMIC CREDENTIALS

- High School from CBSE Board.
- Intermediate from CBSE Board.
- **3 years of Bachelor's Degree** in Hotel Management & Catering Technology.
- **Diploma in Tourism**, New Delhi.
- Undergone training at The Lalit, New Delhi.

CAREER CONTOUR

- **The Landmark Group, UAE** Guest Relation Associate Jan 2020–till date.
- **Hilton Garden Inn, New Delhi** Guest Relation Agent Feb 2019–Jan 2020.
- **Holiday Inn, New Delhi** Guest Relation Agent Nov 2017-Feb 2019.

TECHNICAL SKILLS

- Opera 5.0.5, OnQ, Micros, MS Excel, MS Word, MS PowerPoint and Internet.
- Operations Management Guest/Client Relation Management.
- Presentation & Communication Skills Quality Management.

CAREER HIGHLIGHTS

- Awarded Winning Ways Champion for month of December 2017, at Holiday Inn, Mayur Vihar New Delhi.
- Recognized by the guest on Medallia and Trip Advisor several times.
- Bagged the Employee of the month Award twice at Hilton Garden Inn

KEY RESULTS AREA

- Performing all check-in and check-out tasks and accommodating guest as per their preferences.
- Confirming group reservations and arranging personalized services for VIP customers and event attendees like wedding guests.
- Up selling guest rooms and promoting hotel services.
- Extending support to the team to enable them to provide effective and efficient services.
- Administering the accuracy of room blocks with guest history data, guest requests and related information.

DECLARATION

"The above stated information is true and best to my knowledge."