



SYED IMRAN ABBAS

SUMMARY

Pleasant Guest Service Associate with a demonstrated history of working in the hospitality with exceptional communication skills and can do the ability to work under pressure with multitasking. I 'm enthusiastic about my work and I always want to work in a team environment as well as independently and can-do ability to work under pressure with multitasking. Last but not the least I have a proactive approach to deliver quality results.

EDUCATION

Graduated from University of Punjab (B.com)Lahore, Pakistan
Examination 2010.
Major in Commerce

EXPERIENCE

Managed the receptionist area, including greetings visitors and responding to telephone and in-person request for information. Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

GUEST SERVICE ASSOCIATE

JA The Resort, Dubai | April 2013- Present Date

Industry: Hospitality

- Greet all customers on phone pleasantly and transfer calls to appropriate department as required according to company standards.
- Administer all reservations for guests and forecasts requirements and handled various cancellation requests of guests.
- Operate communication systems, such as telephone, switchboard, two-way radio, or public address.
- Monitor emergency and code alarms, make emergency announcements, or route emergency calls to the appropriate location.
- Perform various data entry or word processing tasks, such as updating phone directories, typing or creating schedules.
- Promote company products, services, and saving plans when appropriate.
- Promote clerical and administrative duties such as typing, proofreading, sorting mail, sending and receiving faxes, records, or other files to ensure accuracy.
- File documents or records of an incident reports with time and date appropriately.

ASSOCIATE COMPUTER OPERATOR

Government Tehsil Office Chakwal, Pakistan | March 2012- January 2013

Industry: Government Administrative Division Office

- Handled Maintenance and operation of office computer system.
- Handling incoming calls and other communications.
- Managing filing system & updating paperwork, maintaining documents and word processing.
- Helping organize and maintain office common areas.
- Performing general office clerk duties and errands.
- Aiding with client reception as needed & creating, maintaining and entering information into database.
- Experience as a virtual assistant.
- Updating the duty scheduled for all associates & organizing with paperwork.

PROFILE

An experienced server bringing enthusiasm, dedication and an exceptional work ethic with high energy and outgoing with a dedication to positive guest relations. Has a background in high volume customer service, and initiative. Fluent in English and with excellent verbal and written skills

CONTACT



+971 561356080

ADDRESS: JA The Resort,
PO Box 9255, UAE



Syed87125@gmail.com

EXPERTISE

- Property Management
System: Protel
- Avaya Softconsole &
Fidelio
- Microsoft Outlook
- Microsoft Word & Excel


LANGUAGE

- English
- Urdu
- Hindi.

PERSONAL DETAILS

- Gender : Male
- Nationality : Pakistan
- Date of Birth: 07/02/1988
- Civil Status: Single

SOCIAL MEDIA

 Imran Syed

Skype ID

imran.hamdani55555

CERTIFICATES & TRAININGS

- Diploma in Computers 2005
- IELTS (International English Language Testing System) from Australian Council.
- Firefighter safety in 2016
- Successfully Completed Lobster Ink Hospitality Training on 29-06-2018
- Successfully Completed Dubai Way Training on 25-01-2018

VOLUNTEER EXPERIENCE

- What's on Award Gala Dinner 2015 Gala Dinner Service, Media City