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| --- | --- | --- |
| **SYED RAIS AHMED**House No : 422 7th Cross, 2nd Stage Rajiv Nagar Mysore-570019 Karnataka / India **Email :**syedraisahmed07@gmail.com**Mobile: +916366287337 / +974 77350537** |  |  |

**Career Objective:**

To be a part of and grow in your esteemed organization enhancing my technical skills and to give the best of my potential, enhance it through hard and smart work and create a winning situation for the organization and my career.

**Strengths:**

Adaptability, Commitment, ability to work individually as well as in a team, Good presentation and organizing skills, good communication, to grasp new concepts quickly, to adopt to different working environments, can perform under pressure, good leadership qualities, to work in a team and raise the Spirit of the team members.

## Educational Qualifications:

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| --- | --- | --- |
| Course | Name of School, College and University | Year of Passing |
|  |  |  |
|  PUC [P.C.M.C] |  MAULANA AZAD AFMI P.U COLLEGE MYSORE  |  2009 |
|  S S L C | CLASSIC HIGH SCHOOL MYSORE |   2007 |

## Technical Knowledge:

Computer Knowledge

* COMPUTER BASIC
* MS OFFICE APPLICATIONS -MS WORD, POWER POINT, EXCEL
* SURFING
* MS OUTLOOK EXPRESS
* HARDWARE & NETWORKING
* PRO-ACTIVE SOFTWARE [HOTEL MANAGEMENT]
* SARAL POS – SOFTWARE [RETAIL]
* SIEBEL CRM - CUSTOMER SERVICE
* SMART SALES SOLUTION - CUSTOMER SERVICE

## Working Experience:

 Company : HOTEL SK ELEGANCE – MYSORE. INDIA

 SK GROUP OF HOTELS

 Designation : RESERVATION MANAGER / FRONT OFFICE EXECUTIVE

 Tenure : 3 Years 08/2009 - 12/2012

 Company : HOTEL ABS INTERNATIONAL - MYSORE. INDIA

 Designation : FRONT OFFICE MANAGER

 Tenure : 1 Year 01/2013 - 02/2014

 Company : RED PEPPER RESTAURANT - MYSORE. INDIA

 Designation : CASHIER

 Tenure : 2 Years 03/2014 - 03/2016

 Company : ALFAJR SUPPLY TRADING SUPERMARKET– JUBAIL. SAUDI ARABIA

 Designation : MANAGER / CASHIER

 Tenure : More than 2 Years 05/2016 - 01/2019

 Company : ECCO GULF ( OOREDOO )- QATAR

 Designation : TELESALES REPRESENTATIVE

 Tenure : From 02/2020 to 08/2020

 Career Summary

* Efficient and organized professional with more than 4 Years of experience in Front office & Reservation Department.
* Excellent professional experience of 2 years in Cashier & managing the supermarket.
* Strong analytical and problem solving skills. Ability to make analytical decisions.
* Excellency in communication skills. High moral values, trustworthy and professional approach.
* Efficient in multitasking and goal oriented.

 Duties and Responsibilities:

* Welcoming the Visitors and guiding them to their respective needs.
* Handling incoming and outgoing calls through EPABX.
* Maintaining Registers for calls, fax, Xerox, stationery, bills and Payment.
* Maintaining Inward and Outward Register.
* Ticket bookings in Train/Bus according to the availability.
* Maintaining Petty Cash.
* Maintaining Contact Numbers of Staffs and other Customers related to the official
* Allocate daily tasks to Reservation Staff. Review arrival report daily.
* Supervising of Group Reservations. Responsible for maintain a neat and orderly position at all times.
* Handles cash transaction between customer & retail store.
* Scan products, operate scanning equipment’s & fix scanning issues.
* Resolve escalated issues with angry customers.
* Completes processes & maintains applicable paper works & records.
* Performs daily, weekly & monthly audits of cash intake or cash drawers.

Key Skills

* Highly organized, and be able to work positively and constructively within the pressurized environment.
* Ability to maintain effective working relationships, good communication and situation management skills.
* Assigning tasks to staff and clearly explaining how those duties are to be done.
* Carrying out risk assessments.
* Promoting good work practices.
* Calmly responding to accident and emergency situations.
* Discipline staff and when required dismissing them.
* Superb people management skills.
* Able to build a positive report with staff.
* EHaving a responsible attitude, remaining calm under pressure and possessing superb decision making skills.

## Personal Details:

 **Name Syed Rais Ahmed**

 **Father’s Name Syed Rafeeq Ahmed**

 **Date of Birth 05-01-1991**

 **Sex Male**

 **Nationality Indian**

 **Martial Status Unmarried**

 **Religion Islam**

##  Languages known English, Arabic, Kannada, Urdu, Hindi & Malayalam

 **Mobile +916366287337 / +974 77350537**

##  Passport Details:

 Passport No : K8364262

 Place of issue : Bangalore

 Date of issue : 04/12/2012

 Date of expiry : 03/12/2022

##  Declaration:

 I hereby conclude that I would assure to be an asset to serve Customers and grasp things in ease and also all the data and information I have produce above are true to my knowledge.

Date: 08/11/2020 Yours faithfully,

 (Syed Rais Ahmed)

Place: Mysore,India