

AIMAN HAYAT
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OBJECTIVE

To work in an organization offering high degree of challenge, motivation, responsibility and decision making capacity in order to use my skills and experience to achieve the excellence in my profession and organizational goals

PROFESSIONAL EXPERIENCE

Filing Clerk

July 30th 2020, till date

Real Smart Limosine Dubai

- Sort, organize and maintain office records accurately.
- Streamline document filing process ensuring their availability at all times
- Check all incoming material and categorize either on the basis of content or alphabetically
- Ensure all new documents and paperwork are filed and logged properly in the system
- Handle all enquiries related to paperwork/documents
- Remove or discard outdated documents as per the company file maintenance procedures
- Manage all user requests related to document positioning, finding and retrieval
- Maintain a log of all outgoing files to ensure documents are returned in time

Telephone Operator cum Receptionist

Oct 24th 2019, 15th July 2020

Novotel Hotel and Adagio Aparthotel premium (Accor Group)



- Answers incoming calls, place outgoing calls
- Directs call to guest rooms, staff, or departments through the Tiger system.
- Receives guest messages and deliver the same to the guest.
- Logs all wake-up call requests and performs wake-up call services.
- Provides information about hotel services to guests.
- Understand the telephone Tiger system operations.
- Monitors automated systems including fire alarms and telephone equipment when engineering and maintenance department is closed.

- Assists in reporting telephone equipment or service complaints and problems.
- Must be polite and courteous while answering the phone.
- Update directory information on the front office software

Receptionist

- Answer and direct incoming calls
- Worked on **Opera, Micros** and **Redberry**
- Inform guests of hotel rates and services
- Make and confirm reservations for guests
- Register and check guests in
- Confirm relevant guest information
- Verify guest's payment method
- Issue room keys and direct guests to their rooms
- listen and respond to guest queries and requests both in-person and by phone
- liaise with necessary staff including housekeeping and maintenance to address any problems or complaints made by guests
- inform housekeeping when rooms have been vacated and are ready for cleaning

Business Development Coordinator

July 2018 – January 2019

6 months

Global Group of Companies Pakistan

- Identifies, develops, and secures new **business** opportunities by generating leads and sales
- maintaining client relationships,
- coordinating promotional

COMPUTER SKILLS

MS Office	Advanced
Net Browsing	Advanced
Windows XP/7/8	Advanced

EDUCATION

14 years of academic qualification.

From	To	Institute	Degree/Diploma/Certificate	Full Time/Part Time
2016	2019	Iqra University Islamabad	ADA (Associate Degree in Arts)	Full Time

2014	2016	Government Postgraduate College	Factuality of Arts	Full Time
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PERSONAL DETAILS

Date of Birth : 29th October, 1997
 Nationality : Pakistani
 Sex : Female
 Marital Status : Single
 Visa Status : Residence Visa (with NOC) till 2022
 Address : Dubai, UAE