

Muhammad Moshin Ali

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Objectives

A highly experienced results-driven and accomplished hotel manager, with over 4 years' experience working at Orchards Cottage boutique hotel Karachi. Dedicated customer focused individual, recognized for achieving business objectives through effective team management and implementing simplified processes, looking to grow in the field of hospitality management.

Education

Mechanical Technology D.A.E (2019)

▶ Pass

Intermediate Sargodha Board (2015)

▶ Pass

Metric Sargodha Board (2012)

▶ Pass

Experience

Orchards Cottage Hotel – Senior Manager (January 2017 –Present)

A boutique hotel with 18 rooms in the heart of Karachi Clifton

- Maintaining consistent service to meet and exceed guest expectation and needs while creating a first class boutique environment
- Implementing company's core and service culture standards carrying out efficient and accuracy in its delivery
- Providing personalized check-in/out process, creating a seamless and quick process
- Creating individual experience for each guest and adapting to customer specific needs and requests while arranging private events
- Communicating and demonstrating local and product knowledge that have local insight and show understanding of guests needs
- Effectively managing every situation including problem resolution and guest complaints assuring appropriate successful resolution and follow up
- Manage room bookings including online reservations from third parties i.e. Booking.com
- Managing finances including guest payments, supplier invoices

- Social media and marketing management, Facebook, Instagram, Snap-Chat
- Food and Beverage purchasing and cost control
- Project managed the new key card software installation
- Managing a team of 16 staff
- Training new staff

Pizza Hut – Customer Services Representative (November 2016 – August 2017)

American franchise serving Pizza and more

- Serves customers by providing product and service information and resolving product and service problems.
- Answering Domestic and International calls.
- Attract potential customers by answering product and service questions and suggesting information about other products and services.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Inform customer of deals and promotions and sell products and services.
- Utilize computer technology to handle high call volumes.
- Work with customer service manager to ensure proper customer service is being delivered.
- Close out or open call records.
- Compile reports on overall customer satisfaction.

Skills/Qualifications

- ▶ Microsoft Office proficient
- ▶ Building and managing relationships across all levels
- ▶ Exceptional customer service
- ▶ Quickly adapts to new environments and situations
- ▶ Supportive team player
- ▶ Not afraid to challenge

- ▶ English Language Course – Domino Language Centre

Awards

Employee of the year 2018 and 2020

Reference

Available on request