



SK Mahmood Saleem

Front Desk Manager

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◎ Summary

Results-driven Front Desk Manager with 1+ years of experience in hospitality. well experienced in operations and management and best sale experience. Leveraging exceptional communication and problem-solving skills to ensure seamless guest experiences. Proven ability to lead and motivate a team to achieve exceptional customer service, resulting in increased customer satisfaction and loyalty. Seeking a challenging role that utilizes my skills in management, conflict resolution, and customer service to drive business growth and excellence.

💼 Experience

Front Desk Manager

**Jul 2024 - Present
(1 Years, 4 Months)**

Metro Lodge, Charminar, Hyderabad

- Managed a team of 1-2 front desk employees, providing guidance and training to ensure excellent customer service and efficient operations.
- Coordinated with housekeeping, maintenance, resolve guest issues and ensure timely resolution.
- Managed with effectively and all operations of reception.
- Developed and implemented effective communication strategies to ensure seamless guest experiences and resolve conflicts.
- Analyzed and reported on key performance indicators, such as customer satisfaction and loyalty, to inform business decisions and drive growth.

Site supervisor

**Jan 2021 - May 2024
(3 Years, 4 Months)**

Swapna Construction Pvt Ltd

- Responsible for provide supervision and guidance to field team.
- Responsible for arrange all resources and coordinate resources providers.
- Coordinate with civil engineer and area manager and technical team for complete project.
- Manage all issues of site.

Product executive

**Oct 2016 - Dec 2020
(4 Years, 2 Months)**

Kalyan Jewellery India Pvt Ltd

- Stock maintenance for the showroom as per allotment.
- Supervising the customer order and repairs.
- Checking display system as per display chart.
- Follow up the stock orders of show room and customer
- orders both.
- Check the finishing, stamp, Hallmark and damages of the jewels.
- JOB ROLE AS: COUNTER INCHARGE
- Stock maintenance for the counter.
- Customer receiving and sales and achieving targets.
- Convert the customer for up sell and cross sell.
- Handling the different situation of the customer.

Sales Executive

**Jun 2014 - Oct 2016
(2 Years, 4 Months)**

Khazana Jewellery Pvt Ltd

- Received customers politely and effective sales.
- Convinced the customer for up-sale and cross -sale.
- Handles the different situations of customer and achieved targets.

Education

Bachelor of Arts

Jul 2014 - Oct 2016

DR BR Ambedkar University

BA:51% Board of Intermediate:67% Secondary School:73%

Skills



Languages

Urdu English Telugu Hindi

Projects

Telangana Fiber Grid

- In this project the aim is Digital connectivity in Rural areas by
- the project of Digital India.
- Optical fibre cable laying in under ground in depth of 5.5 feet.
- FDMS installation should do One Grama Panchayat to
- another Grama Panchayat.

Airtel Bharathi Mobile Network

- In this project One tower connect with another tower by
- optical fibre cable.
- With 5.5 feet depth the fibre cable should be laying under
- ground.
- This belongs to digital services and also provide mobile network.

Award

One of the best Supervisor for completed in time under ground laying of optical fibre cable project at jangaon, Telangana.

① Additional Information

I hereby declare that the above mentioned information is true to the best of my knowledge and i bear the responsibility for the correctness of the given particulars.



Signature : _____
SK Mahmood Saleem