Subash Sebastian

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**Objective**: Association with a progressive organization that will afford me the opportunity to establish the value of

my extensive knowledge. Allow me to interact and communicate with people and use my abilities in the right direction.

**Strength:** Sense of Responsibility, Positive Attitude, Good Communication Skills, Goal Oriented & Energetic, an insatiable appetite for hard-work and the ability to get the job done effectively.

# Areas of Expertise

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| Customer Service Management  Complaint Handling & Resolution  Property Management System | Customer Satisfaction Enhancement  Operational Process  Upsell & Cross Selling | Coaching & Training  Reports & Documentation  Confirmation Management System  (Digital Alchemy) |

# Professional Experience

Atlantis The Palm – Dubai, UAE December 2012 to Present

**Manager Operations, Room Reservations**

Supervise overall operations and responsible for directing all employee functions in accordance with the policies and practices of the organization. Responsibilities include the development and implementation of Selling Strategies for meeting goals in the areas of revenue generation, market share performance and Guest satisfaction scores.

Selected Contributions:

* Managed effective operations of reservations department to maximize rooms sales and ensure maximum revenue opportunities were achieved through the execution and maintenance of all Sales Strategies.
* Built a total revenue optimization culture within the team and optimizing revenues for restaurants, Atlantis Aquaventure as we do for rooms.
* Worked on different projects related to standardization of new market segments, transaction codes, Room Configuration, Package Configuration and Rate Codes Project.
* Created an incentive program to inspire employees to do their best.
* In 2021 achieved +$2,364,731 for Club rooms and Suites and +$5,290,050 for total rooms
* Maintained average abandoned ratio of 4% in 2021
* Recognized as the Manager of the Quarter
* Successful implementation of integration with different projects which relates to the total optimization of revenue. These include OAKY, NOR1, Galaxy, Delphi, Front office Upselling packages, New year Gala Dinner event & Upselling packages.

Configuration of the Confirmation Management system, which enables to send Dynamic confirmation letters automatically once the reservation is created which saves time and increases the productivity of the reservation agent.

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| Jumeirah at Etihad Towers – Abu Dhabi, UAE ( pre-opening team) June 2011 to November 2012 |  |

Reservations Manager

Promoted to manager position to recruit, train and supervise reservation agents for both rooms and & restaurants reservations and Central Reservations. Foster an environment in which guests enjoy high levels of service and employees are motivated to deliver top performance. Manage Central Reservations Functions to ensure friendly and efficient transactions.

Selected Contributions:

* Planned operating procedures involving setting the selling process based on forecast and co ordinating with other involved departments.
* Configuration of the system co ordinating with Central Reservations and updating informations in the system with details to sell effective.
* In the area of mystery shopping we achieved above 90% which was recognized by our General Manager.
* Coming from Rooms background it was a challenging part to indulge myself and expert the area of cover management. Have proactively trained myself in epicure with managing restaurant reservations and did the set up for seven restaurants and managing the restaurant reservation efficiently.
* Achieved highest Profile Quality Score above 98% compared to all other properties of Jumeirah .

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| Jumeirah Global Contact Centre – Dubai, UAE | September 2008 to June 2011 |

Team Manager

Advanced to increasingly responsible position, culminating in management role with oversight for supervising the operations at the Global Contact Centre managing properties such as Jumeirah Emirates Towers, Jumeirah Beach Hotel, Madinat Jumeirah and Jumeirah Zabeel Saray. Train and supervise the customer sales advisors in the Global Contact Centre and foster an environment in which guests enjoy high levels of service and employees are motivated to deliver top performance. Manage reservations operations to ensure that all calls are handled efficiently.

Selected Contributions:

* Led transition to Global Contact Centre, all service levels maintained or improved during the transition.
* Played an instrumental role in driving high sales conversion (highest in the contact centre). Built a team with strong revenue focus.
* Training programs that enhanced employee performance and helped to build a motivated workforce.
* Maintained a +90% test call results against the target +85% in 2009
* JD power score within targets and higher than the Jumeirah Average
* Helped to develop several colleagues for internal and external promotions

Jumeirah Emirates Towers Assistant Reservations Manager August 2007 – September 2008

Jumeirah Emirates Towers Team Leader December 2006 – August 2007

Jumeirah Emirates Towers Customer Sales Agent February 2005 – December 2006

Selected Contributions:

* High Flyer Best Revenue Team 2007
* Lead by example and ensure that all activities adhere to support the Jumeirah Quality.

**Customer Support Executive:  September 2004 to February 2005 (In Bound Call Centre)**

REAL NETWORKS based in Washington (USA) from India. Leading international in bound call centre in India from September 2004 to February 2005.

**Customer Support Executive: March 2004 – August 2004 (Out Bound Call Centre)**

NET VISION CYBERTECH Pvt. Ltd. It is a leading international out bound call centre in India.

**UK Visa Application Center, Chennai, India from March 2003 – December 2003**

British High Commission’s Application Center

**Business Development Executive in First Flight Couriers, Chennai, India, October 2011 – February 2003**

One of India’s Leading Courier Companies.

# Achievements

* Winner of Colleague of Exceptional Value ( Highest Level of Recognition Programme in Jumeirah) Jumeirah programme recognizing less than 0.5% of the top performers
* Achieved all KPI’s 2021 (Abandon, Conversion and Quality)
* Certified Department Trainer
* Received various Appreciation letters from High Profile clients
* Achieved an up selling revenue of AED 187,940,00 against the targeted 150,000,00

# Education and Training

• completed bachelor's degree in arts Madras University of Chennai in the year 2002

Training: Completed numerous courses and seminars in customer service, sales strategies, Time Management, Leadership, Group Trainer, Performance Assessment and Working Sm@rt – MS Outlook.

# Personal Details

Name Subash Sebastian

Nationality Indian

Gender Male

# Reference

Available upon request