

IHSAN HASAN V

Kozhikode, Kerala, India. 07 JAN 1998

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POSITION APPLYING FOR: DATA ANALYSIS

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SUMMARY

Dynamic professional with a strong history in hotel management, transferring into the data analytics field. Proven track record of managing high-volume operations while providing excellent customer services and committed to lifelong learning, including recent training in Excel, SQL, Python, and data visualization tools to improve data-driven capabilities.

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EDUCATION

J D T Islam College of Arts & Science, Kozhikode

BSc Hotel Management & Catering Science | June 2016 – March 2019

Govt. Vocational Higher Secondary School, Kozhikode

+2 - Biology Science | June 2014 – March 2016

C I R H S School, Kozhikode

SSLC | March 2014 pass out

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EXPERIENCE

The Classic Packaging

Jan 2022 – Feb 2024

Cashier | Kerala, India

- Assisted customers with sales transactions, including cash, card, etc
- Respond to questions from customers, offer details, and resolve issues.
- cooperate with suppliers to check the progress of existing orders.
- Ensure that the checkout areas are kept tidy and organised.
- Handle returns, refunds, and exchanges.
- Fill up daily sales records for credit and cash.
- Collect the feedback from customers, etc..

Nexstay Crystal Residency

Oct 2020 – Oct 2021

Front Office Executive | Kerala, India

The Saas Residency

May 2019 – Dec 2019

Front Office Assistant | Kerala, India

- Provided exceptional customer service, resolving issues promptly and effectively for satisfied guests.

- Created a welcoming atmosphere by maintaining a clean and organized reception area for all visitors.
 - Streamlined front desk operations by implementing efficient check-in and check-out procedures.
 - Effectively communicated policies regarding payments, cancellations, late arrivals, or no-shows clearly to guests during registration processes.
 - Reduced wait times for guests by efficiently managing room availability and reservation changes.
 - Enhanced guest satisfaction with prompt attention to inquiries and professional communication skills.
 - Participated in regular staff meetings to discuss best practices and address any areas needing improvement within the front office team.
 - Collaborated with other departments to coordinate events, meetings, and conferences for successful outcomes.
 - Handled cash transactions accurately, ensuring proper accounting for daily financial reports.
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SKILLS

- Microsoft Excel
 - Microsoft Power Bi
 - PostgreSQL
 - Python
 - Microsoft Word
 - Data Analysis
 - Data Formatting
 - Data Modelling
 - Problem Solving
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CERTIFICATES

Estudo School of Skills, Kozhikode

Master in Power Bi | March 2024

Udemy Online

Data Analysis in Excel, SQL, Python | September 2023

PERSONAL DETAILS

Father's Name: Abdul Hameed P C

Mother's Name: Aysha V

Sex: Male

Marital Status: Single

Nationality: Indian

Passport: U9078756 (Expiry: 14/02/2031)