

# Sohail Khan

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## Profile

To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent communication, time management and problem-solving skills. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## Experience

### **RESERVATIONS & REVENUE EXECUTIVE | THE LALIT MUMBAI | NOV 2023 – TILL DATE**

INDIA

- Streamlined reservation processes across multiple online platforms (Booking.com, Expedia, Agoda).
- Ensured accurate rate configurations and system updates in Opera and Amadeus.
- Managed corporate, airline crew, and group bookings, ensuring seamless coordination and timely payments.
- Created room blocks and configured rates for group bookings to maximize revenue.
- Verified and audited online travel agent rates for accuracy and compliance.
- Collaborated with finance and sales teams for payment processing and reporting.
- Prepared daily reports, including No-Show, Cancellation, and commission reports, for internal audits.
- Enhanced customer satisfaction by promptly addressing reservation inquiries via calls and emails.
- Mastered extranets and internal systems to optimize booking efficiency and revenue generation.

### **RESERVATIONS TEAM LEADER | HYATT REGENCY GURGAON | JUNE 2023 – OCT 2023**

INDIA

- Check previous day made reservations through 'Reservations entered on and by' report.
- Follow up on previous day cancellations and no-show reservations.
- Update STR on daily basis.
- Arrivals reconfirmations for next day along with cashier comments.
- Confirm all cancellations, confirmations and/or modifications to and from the hotel as well as calls from guests and groups.
- Answered a high volume of phone calls and email inquiries, respond to communications from guests, travel agents, and referral networks concerning reservations arriving by mail, telephone, email, or through central reservations team.

- Ensuring all group rates, codes, room blocks, billing, and rooming lists are accurate and up to date.
- Rate loading from Prio portal for all corporate/negotiated accounts/ TAs.
- Handle guest complaints or queries related to refund or rate disputes.
- Maintained all of these daily tasks while creating a fun, supportive, and positive work environment for the leadership and other concerned teams

## **RESERVATIONS EXECUTIVE | TAJ SKYLINE AHMEDABAD | JULY 2022 – JUNE 2023**

INDIA

- Processed all guest reservations including guest follow up obtaining all necessary information and accurately entering it into PMS.
- Confirm all cancellations, confirmations and/or modifications to and from the hotel as well as calls from guests and groups.
- Preparing and completing action plans, implementing productivity, quality, and customer-service standards, resolving problems.
- Answered a high volume of phone calls and email inquiries, respond to communications from guests, travel agents, and referral networks concerning reservations arriving by mail, telephone, email, or through central reservations team.
- Performed duties of Group Rooms Coordinator including ensuring all group rates, codes, room blocks, billing, and rooming lists are accurate and up to date.
- Performed numerous other tasks for alternate departments including housekeeping, engineering, and sales.
- Handle guest complaints or questions regarding reservations or rate disputes.

## **SITE COORDINATOR | ALYAMAMA COMPANY // SABIC | JULY 2021 – JUNE 2022**

SAUDI ARABIA

- Scheduled staff and labor to cover all necessary duties during industrial shutdowns, turn-arounds.
- Interviewed clients to understand event scopes of work, establish budgets and determine timelines.
- Documenting and following up on important actions and decisions from meetings.
- Preparing necessary presentation materials for meetings.
- Determining project changes and ensuring project deadlines are met.
- Providing administrative support as needed.
- Undertaking project tasks as required and developing project strategies.
- Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project.
- Assess project risks and issues and provide solutions where applicable.

## **HOTEL RESERVATIONS AGENT | HYATT PLACE | MARCH 2018 – JUNE 2020**

SAUDI ARABIA

- Used quick response and dynamic service skills to build relationships with guests, improving customer retention rate.
- Promoted hotel brand's loyalty program via social media, email and direct mail.
- Contacted housekeeping staff and maintenance department immediately to resolve guest room issues.
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Kept accounts in balance and ran daily reports to verify totals.
- Promoted local entertainment and sporting events and offered details to assist guests.
- Maintained files and records by implementing effective filing systems that boosted efficiency and organization.
- Used coordination and planning skills to achieve results according to schedule.
- Handled maximum calls per day to address customer inquiries and concerns.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.

### **SALES AND MARKETING EXECUTIVE | ALMUTLAQ HOTEL | JULY 2017 –FEBRUARY 2018** SAUDI ARABIA

- Determined customers' needs and provided brand awareness and recommendations to fulfil requirements.
- Attended monthly meetings representing [Riyadh](#) region for corporate management.
- Achieved or surpassed monthly and yearly sales goals on consistent basis.
- Delivered market intelligence, key competitive metrics and product offerings to drive areas of opportunity.
- Visited clients regularly to promote hotel services.

### **INDOOR SALES EXECUTIVE | COUNTRY CLUB | JANUARY 2017 – SEPTEMBER 2017** SAUDI ARABIA

- Achieved Best Sales Executive for the month, several times
- Prepared pricing strategies for current customers to enhance sales and increase profitability.
- Set and exceeded inside sales goals by establishing ambitious targets and motivating sales representatives.
- Prioritized tasks and projects to meet tight deadlines.
- Developed, maintained and utilized diverse client base.
- Built relationships with customers and community to promote long term business growth.
- Met or exceeded sales, customer service and loyalty program standards.
- Prepared and deliver customer sales quotes.
- Presented information to customers, peers and management.
- Set and achieved company defined sales goals.
- Liaised between clients and support team to quickly resolve issues.
- Exceptional computer skills

## Education

- **HIGH SCHOOL DIPLOMA | MARCH 2017 | INTERNATIONAL INDIAN SCHOOL RIYADH, SAUDI ARABIA**
- **3 YEARS COURSE IN ARABIC LANGUAGE & LITERATURE | MARCH 2015 | ALWAFI INSTITUTE RIYADH, SAUDI ARABIA**

## Skills & Abilities

- Valid Driving License of 3 countries
- Hotel and hospitality knowledge
- Good Telephone Etiquette
- Computer Skills
- MS Office
- Excellent Communication
- Hotel management
- Hotel & flight reservations
- Staff Management
- Team Building & Team Leadership

## Languages

- Fluent in Arabic, English & Hindi.

## References

- Available upon request.

I know I can bring value to your organization and would love the chance to discuss how my experience and skills can contribute to the growth and success at your esteemed organization. Thank you for taking the time to review my application. I'm available at [sksohail1239@gmail.com](mailto:sksohail1239@gmail.com) / +91 72597 18916 if you need further information.