

Naseem Khan
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Professional Summary

Dynamic hospitality professional with extensive experience in front office operations, customer service, and sales. Adept at working in fast-paced environments with minimal supervision. Skilled in leadership, team management, and strategic planning to enhance guest experiences and optimize operational efficiency. Strong problem-solving abilities, exceptional interpersonal skills, and a commitment to excellence in hospitality.

Work Experience

Assistant Front Office Manager

Sheraton - Hamilton, ON (Oct 2022 - Nov 2024)

- Lead and mentor front office staff to ensure high-quality service.
- Maintain knowledge of hotel policies, room types, rates, and promotions.
- Supervise front office operations, ensuring cleanliness, staffing, and guest satisfaction.
- Handle guest concerns, oversee security in public areas, and monitor department efficiency.
- Conduct training, staff scheduling, payroll management, and strategic planning.
- Foster a professional and positive work environment.

Night Auditor

Staybridge Suites - Hamilton, ON (Dec 2021 - Sept 2022)

- Reconciled daily financial transactions and balanced accounts.
- Managed guest check-ins/check-outs and handled customer inquiries.
- Ensured smooth night operations, guest satisfaction, and security compliance.
- Processed invoices, billing, and reports.

Front Desk Agent / Night Supervisor

Holiday Inn Express & Suites - Markham, ON (Aug 2019 - Dec 2021)

- Managed front desk operations, guest services, and issue resolution.

- Reconciled accounts and performed night audits.
- Oversaw public area maintenance and security checks during night shifts.
- Assisted in inventory management and procurement for the hotel.

Owner / Operator

Guru Kirpa Gul Udyog - Pune, Maharashtra (May 2018 - Apr 2019)

- Managed daily business operations, including hiring and staff training.
- Ensured compliance with food safety regulations.
- Oversaw procurement, sales, payroll, and production.
- Handled B2B transactions with wholesalers and retailers.

Front Office Manager

J.K Residency - Yamuna Nagar, Haryana (Oct 2016 - May 2018)

- Led a team of front office professionals to maintain exceptional service standards.
- Assisted guests with reservations, check-ins, and special requests.
- Trained and supervised staff, conducted briefings, and managed daily operations.

Front Desk Clerk

J.K Residency - Yamuna Nagar, Haryana (Dec 2015 - Sep 2016)

- Maintained records, assisted in front desk operations, and managed guest relations.

Trainee

JW Marriott - Chandigarh (Nov 2013 - Mar 2014)

- Gained hands-on experience in hotel management and customer service.
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Education

Post-Graduate Certificate in Hospitality

Seneca College - Markham, ON (Jan 2020 - Aug 2020)

Post-Graduate Certificate in Administration

Seneca College - Markham, ON (May 2019 - Jan 2020)

Bachelor's Degree in Hospitality and Hotel Administration

IHM Mumbai - Mumbai, Maharashtra (May 2012 - Jun 2015)

Skills & IT Proficiency

- Customer Service & Conflict Resolution
 - Leadership & Team Management
 - Night Auditing & Cash Handling
 - Sales & Upselling Techniques
 - Front Desk Operations & Reservations
 - Payroll & Scheduling
 - Technical Support & Computer Operations
 - CRM & Hotel Management Software (IDS, Opera, SynXis, Lightspeed)
 - Microsoft Office Suite (Excel, Outlook, Word)
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Languages

- **English** (Advanced)
- **Hindi** (Advanced)