



CURRICULUM VITAE

Aizaz Ahmad

Email-id: aizazahmad682@gmail.com

Mobile No +91 7017225032

OBJECTIVE:

To be the valuable part of the organization by using my knowledge and skill which gives the new dimension to the organization, Where I can use my leadership skills with Innovative ideas, while being flexible and adaptive, to act as a catalyst for the growth of myself and the organization

Education:-

HSC Passed in 2010	Government Inter collage (UP India)
Intermediate passed in 2017	Government Inter collage (UP India)
Bachelor of Economics pursuing in 2023	Maulana Mohammad Ali Johar Higher Education Institute

COMPUTER KNOWLEDGE:

Having a good knowledge of computer, Opera (PMS, Front Office Reception & Concierge as well keeping loop with other department), Micros, MSOffice, MS Outlook.

WORK EXPERINCE:

JW Marriott Riyadh Saudi Arabia

Position: Duty Manager

Date: May 2022 till date,

Responsibilities & Key

Duty Manager to ensure that Front Office shifts are, run efficiently, providing outstanding guest service, assisting all Front Office staff and maintaining a calm, professional environment at all times.

- To be an ambassador of the Front Office and the hotel, in and outside the work place.
- To provide a personal service to all the guests, fully aware and following the hotel standards and procedure.

- To ensure that all guests receive a warm welcome and that they enjoy their stay / visit being offered the finest personal service.
- To personally greet and escort the guests rather than pointing out directions.
- To ensure that the privacy of the guests and the confidentiality of the information is respected.
- To ensure uncompromising levels of cleanliness and maintenance of the work place through own responsibility.
- To manage any guest complaint in a professional manner, by owning it, resolving it to the guest's satisfaction and recording it.
- To ensure a proper use of the telephone etiquette as per standards.
- Prepare documentation for daily business.
- Supervises all Front Office Service by making sure that these services are available and carried out with the utmost efficiency.
- Assist in training new staff members, coach them and monitor their performance.
- Ensure the desk is covered at all times, allocating meal breaks sensibly
- Full awareness of current daily status of hotel.
- Ensure smooth hand over to next shift.

Burj Rafal Hotel Kempinski 5* Riyadh, Saudi Arabia.

Position : Supervisor Front desk & Concierge,

Date : 1st July 2017-Till April 2022

Key Responsibility

- Assist management in hiring, training, scheduling, evaluating, counseling, disciplining, motivating and coaching employees;
- Serve as a role model and first point of contact of the Guarantee of Fair Treatment/Open Door Policy process.
- Report accidents, injuries, and unsafe work conditions to manager; complete safety training and certifications.
- Follow all company policies and procedures; ensure uniform and personal appearance are clean and professional;
- Maintain confidentiality of proprietary information. Anticipate and address guests' service needs.
- Speak with others using clear and professional language; prepare and review written documents accurately and completely;
- Answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others.
- Ensure adherence to quality expectations and standards. Stand, sit, or walk for an extended period of time.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance.
- Perform other reasonable job duties as requested.

Burj Rafal Hotel Kempinski 5* Riyadh, Saudi Arabia.

Position : Front desk Agent,

Date : 27th November 2013 –Till 30th June, 2017.

Responsibility

- Promote a fun and relaxing atmosphere for guests in all recreational activities and areas by expressing an upbeat and enthusiastic attitude.
- Provide information to guests about available recreation facilities, activities, lessons, and equipment.
- Encourage and recruit guests to participate in recreation activities.
- Register and schedule guests for activities by recording information using the appropriate Follow company policy and procedure for working with children (e.g., use of waiver forms).
- Observe activity in the recreational facility and respond appropriately in accordance with local operating procedure in the event of an emergency.
- Be aware of situations where guests are not able to safely participate in an activity and inform supervisor/manager.
- Provide assistance to injured guests until the arrival of emergency medical services.
- Clean and maintain recreational equipment and supplies.
- Process payments for rental equipment, recreation activities, facility rentals, or retail sales by applying charges to guest rooms or handling cash and credit card payments using appropriate system (e.g., Micros, PMS).
- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Engage guests in conversation regarding their stay, property services, and area attractions/offerings.
- Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific process (e.g., LEARN, PLEASED, Guest Response, LEAP) to resolve issues, delight, and build trust.
- Thank guests with genuine appreciation and provide a fond farewell.

Personal information:

Father's Name	:	Late Mr. Sleem Ahmad
Date of birth	:	10-08-1992
Marital Status	:	Single
Sex	:	Male
Home Address	:	District Bijnor Uttar Pradesh
Language Known	:	English/Hindi/Urdu/Arabic
Hobbies	:	Playing and watching Cricket

References:

Upon request.



**Burj Rafal Hotel Kempinski Management
Congratulates**

Aizaz Ahmad

**For the invaluable contribution to the
Successful Pre Opening of our hotel
On April 2, 2014**

“Thank you for your effort”

Stephan Kaminski

General Manager



PEOPLE TRAINING



CERTIFICATION

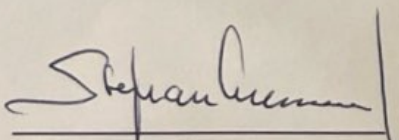
We are very pleased to certify that you

Aizaz Ahmad

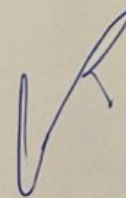
have participated in the following Training Programs at the Burj Rafal Hotel Kempinski, Riyadh, for three days from 30-11-2013.

Kempinski Orientation
Our Hotel Orientation
Kempinski Trains Kempinski
Grooming & Hygiene
GHA – Global Hotel Alliance
Telephone
Fire & Safety / Security Awareness
PCI – Payment Card Industry
Kempinski DNA

The contribution of your knowledge, skills, experience and passion qualifies you to give a *Remarkably Warm and Surprisingly Daring* guest experience!



Stephan Kaminski
General Manager



Mohammad Al Shibi
People Training Manager



Congratulations

CERTIFICATE OF ACHIEVEMENT

We would like to congratulate you for completing the course

1. Luxury Hospitality Standards - Front of House

This is a fine achievement and is recognition of your positive mindset, eagerness to learn, and the development of world-class standards of product knowledge and procedural skills. We feel privileged to award you this certificate, and wish you all the best in your continued progress in your profession, and in future Lobster Ink courses.

LOBSTER INK HEREBY CERTIFIES THAT

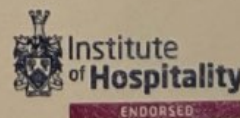
FIRST NAME AND SURNAME Aizaz Ahmad

USER NAME aahmad006

COMPLETED THE COURSE 1. Luxury Hospitality Standards - Front of House

DATE 2015/07/10

FASIE MALHERBE
President, Lobster Ink





"Employee of the Month"



*PEOPLE *Oriented*

**Straightforward*

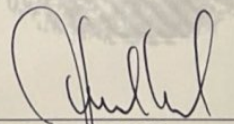
Presented to

Mr. Aizaz Ahmed

For his outstanding performance & excellent contribution
for the month of February 2017

*entrepreneurial *Performance*

*CREATING *Traditions*


Juan Uribe
General Manager

*EUROPEAN *Luxury*



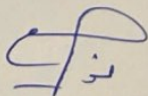


Certificate of Appreciation


Presented to:

Aizaz Ahmad

For his outstanding performance and excellent contribution.


Nawaf Al Subaie
Director of Human Resources


Burj Rafal
Hotel Kempinski
Riyadh
فندق برج رافال كمبينسكي
Riyadh, Saudi Arabia
Wednesday, March 15, 2017

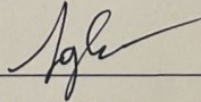

Juan Uribe
General Manager

Certificate of Appreciation

Presented to

Mr. Aizaz Ahmad

For his outstanding performance and excellent contribution!



Ghadah Al Rasheed
Human Resource Manager



Kempinski


HOTELIERS SINCE 1897

Burj Rafal
Hotel Kempinski
RIVADH

فندق برج رافال كمبينسكي

PEOPLE TRAINING




CERTIFICATION 

CONGRATULATIONS!

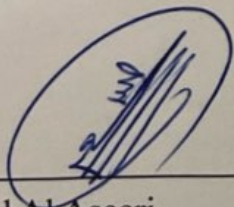
Aizaz Ahmad

You know have completed an intensive three days of

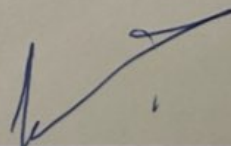
Train
THE  **Trainer**

Course at Burj Rafal Hotel Kempinski
From 15th to 17th October 2018

Your contribution of your knowledge, skills, experience and passion
qualifies you to conduct skills training within your department.
This will help to implement the Kempinski DNA its related best practices
which consitutes a milestone in Kempinski's Training Strategy!



Saeed Al Aseeri
Hotel Manager



Mohammad Al Shibi
Training Manager



Burj Rafal Hotel

RIYADH

فندق برج رافال

CERTIFICATE OF APPRECIATION

Presented to

MR. AIZAZ AHMAD

This letter comes to you with great appreciation for all the efforts and commitment that you have shown us. We take this cheerful moment to congratulate you for all your tremendous support and co-operation towards the development of the Company. We are proud for having capable members like you as part of our team.



"Employee of the Month"



*PEOPLE *Oriented*

**Straightforward*

Presented to

Mr. Aizaz Ahmad

*For his outstanding performance & excellent contribution
for the month of March 2019*

*entrepreneurial *Performance*

*CREATING *Traditions*

*EUROPEAN *Luxury*

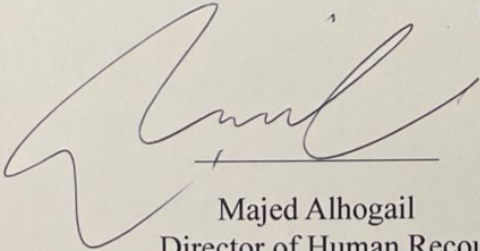

Christian Ruge
General Manager

CERTIFICATE OF APPRECIATION

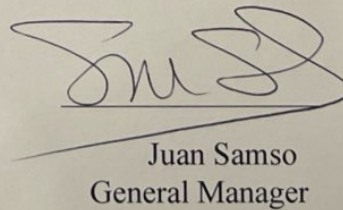
Presented to

MR. AIZAZ AHMAD

In recognition for your outstanding performance and exceptional contributions, you have been nominated as one of the best associates in the 1st Quarter.



Majed Alhogail
Director of Human Recourses



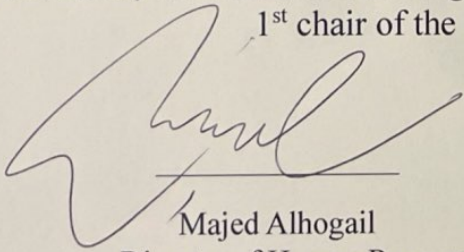
Juan Samso
General Manager

CERTIFICATE OF APPRECIATION

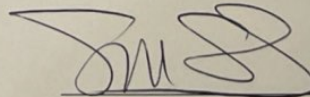
Presented to

MR. Aizaz Ahmad

In recognition for your outstanding performance and exceptional contributions, we would like to congratulate you as you have been selected as 1st chair of the 1st Quarter of 2022.



Majed Alhogail
Director of Human Recourses



Juan Samso
General Manager



JW MARRIOTT

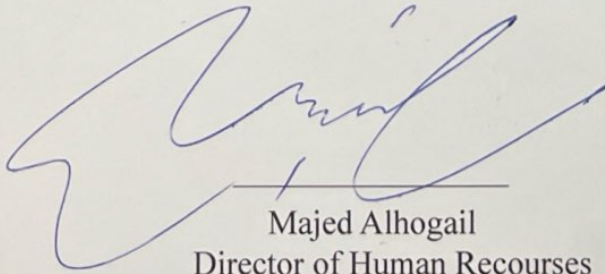
RIYADH

CERTIFICATE OF APPRECIATION

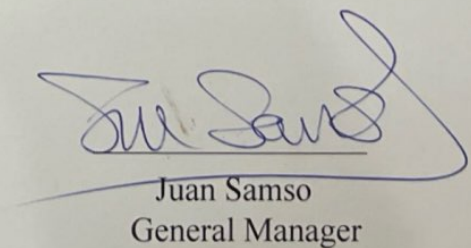
Presented to

MR. AIZAZ AHMAD

In recognition for your outstanding performance and exceptional contributions,
you have been nominated as one of the best associates in the 2nd Quarter.



Majed Alhogail
Director of Human Recourses



Juan Samso
General Manager



JW MARRIOTT

ROOMS DIVISION LEADER OF THE QUARTER

AIZAZ AHMAD

Thank you for your outstanding & exceptional performance

Your hard work & dedication are highly appreciated

2nd QUARTER - 2023

PRESENTED BY:

Mohammed Taqi – Director of Rooms

ON THIS DAY:

30/06/2023

क्रमांक (Sr. No.)

2080775



माध्यमिक शिक्षा परिषद्, उत्तर प्रदेश

Board of High School and Intermediate Education, U.P.



इण्टरमीडिएट परीक्षा-२०१७

Intermediate Examination-2017

प्रमाणपत्र-सह-अंकपत्र (CERTIFICATE-CUM-MARKS SHEET)

अनुक्रमांक Roll No.	उपस्थिति/विद्यालय कोड Dist./Centre/School Code	व्यवस्था, नियमित/ Regular / Private	परीक्षा प्रकार Exam. Type	विषय-समूह Subject-Group	प्रमाणपत्र क्रमांक Certificate No.
2023413	80 / 10027/1352	REGULAR	FULL EXAM	B-SCIENCE	18055191

प्रमाणित किया जाता है कि (This is to certify that)

परिषद् के अभिलेखानुसार (according to the Board's record)- **AIZAZ AHMAD**आत्मिका: आत्मिका श्रीमती (son/daughter of Mrs.)- **NFEESHA FATAMA**एवं श्री (and Mr.)- **SLEEM AHMAD**

ने मार्च/अप्रैल 2017 को इण्टरमीडिएट परीक्षा विद्यालय/केंद्र (has passed Intermediate Examination held in March/April 2017

from School/Centre)- **LATE YASHODA GIC NARAYANPUR AZAMGARH**में श्रेणी (with division)- **SECOND**

में उत्तीर्ण की है।

परीक्षार्थी द्वारा उत्तीर्ण विषयों के प्राप्तांक निम्नवत् हैं (Marks obtained by the candidate in passed subjects are as under) :-

विषय Subject	अधिकतम अंक Max. Marks	प्राप्तपत्रवार प्राप्तांक Paper-wise Obtained Marks	योग Total	समग्र योग एवं परीक्षाफल Grand Total & Result
GENERAL HINDI	100	1/ 28 2/ 26	054	
ENGLISH	100	1/ 23 2/ 37	060	
PHYSICS	100	1/ 17 2/ 14	031 P/028	059
CHEMISTRY	100	1/ 13 2/ 12	025 P/028	053
BIOLOGY	100	1/ 15 2/ 10	025 P/028	053
				279/ 500
				PASSED
SPORT & PHY EDU	100	T/ 046	046 P/042	088

Note :- Marks of Sports and Physical Education will have no effect on overall Result.

'D' indicates Distinction in that particular subject.

'HONOURS' indicates candidate 'passed with honour'

Note - For important instructions see overleaf

तिथि (Date)- 09 JUNE, 2017

स्थान (Place)- Allahabad, Uttar Pradesh



(Signature)
श्रीमती शैल यादव
(Smt. Shail Yadav)



M.J.P. ROHILKHAND UNIVERSITY, BAREILLY

A State University - Government of Uttar Pradesh

Accredited by NAAC with Grade 'A++'

Result Sheet For B.A Ist Sem

EXAMINATION -2024 (MAIN)



PERSONAL DETAILS

ROLL NO	240017450066
NAME	MR.AIZAZ AHMAD
FATHER'S NAME	SLEEM AHMAD
MOTHER'S NAME	NFEESHA FATAMA
ENROLLMENT NO.	23095684
COLLEGE NAME	MAULANA MOHAMMED ALI JOHAR HIGHER EDUCATION INST., KIRATPUR (BIJNOR)
CATEGORY	REGULAR



MARKS DETAILS

SUBJECT NAME / PAPER NAME	PAPER CODE	PAPER CREDIT	EXT.MARKS	INT./PR.	TOTAL	GRADE	GRADE POINT	GP* Credits
Economics - Principle of Micro Economics (Major)	42401	6	14/75	15/25	29/100	P	0.0	0.0
English Literature - English Prose and Writing Skills (Major)	41421	6	24/75	16/25	40/100	P	4.0	24.0
Hindi Literature - Hindi kavya (Major)	41601	6	32/75	17/25	49/100	C	5.0	30.0
Introduction of Computer Application - Introduction of Computer Application (minor)	90086	4	44/75	16/25	60/100	B	6.0	24.0
Computer Application - Computer Application (vocational)	35026	3	45/60	28/40	73/100	B+	7.0	21.0
Co-Curricular - Food, Nutrition and Hygiene (Co-Curricular)	49001		60/100	--	60/100			

SGPA :99.0/25 3.96

Clear In - 49001

Result :BACK Back In - 42401



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A State University - Government of Uttar Pradesh

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Result Sheet For B.A IInd Sem

EXAMINATION -2024 (MAIN)



PERSONAL DETAILS

ROLL NO	240017450066
NAME	MR.AIZAZ AHMAD
FATHER'S NAME	SLEEM AHMAD
MOTHER'S NAME	NFEESHA FATAMA
ENROLLMENT NO.	23095684
COLLEGE NAME	MAULANA MOHAMMED ALI JOHAR HIGHER EDUCATION INST., KIRATPUR (BIJNOR)
CATEGORY	REGULAR



MARKS DETAILS

SUBJECT NAME / PAPER NAME	PAPER CODE	PAPER CREDIT	EXT.MARKS	INT./PR.	TOTAL	GRADE	GRADE POINT	GP* Credits
Economics - Principle of Macro Economics (Major)	42402	6	22/75	18/25	40/100	P	4.0	24.0
English Literature - Special Study on Poets (Major)	31421	2	57/75	19/25	76/100	A	8.0	16.0
English Literature - English Poetry (Major)	41422	4	30/75	18/25	48/100	C	5.0	20.0
Hindi Literature - karyalaye hindi aur computer (Major)	41602	6	31/75	18/25	49/100	C	5.0	30.0
Advertising - Advertising (vocational)	35021	3	42/60	28/40	70/100	B+	7.0	21.0
Co-Curricular - First Aid and Health (Co-Curricular)	49002		37/100	--	37/100			

SGPA :111.0/21 5.29

Clear In - 49002

Result :PASS