

**Naseem Khan**

Yamuna Nagar, Haryana  
naseemkhan2737@gmail.com  
+91-8571925376



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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.

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## 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)

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## **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)