# 

**Curriculum**

**Vitae**

# **FARHAN AHMED**

* H#34. Block A Toheed Park Ghulshan-e-

Ravi Lahore Pakistan

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**Personal**

**Profile**

**Father’s Name** Nadeem Ahmed

**Religion**  Islam

**Domicile** Lahore, Punjab **Nationality**  Pakistani **Marital status**  Single **CNIC#**  35202-3466674-9

**Languages**  English, Urdu, Punjabi

**Objective**  To start a marketing career by joining a well settled and highly professional

Organizations that provides good career advancement through large

effects and Innovative work techniques.

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| **Education** | **Year** | **Institute** |
|  |  |  |
| B.Com | 2007 to 2009 | Punjab University |
| I.Com | 2005 to 2006 | BISE Lahore. |
| Matric | 2004 | BISE Lahore. |

**Education**

**Skills**

* **Microsoft Office Management**

MS Word, MS Excel, & MS PowerPoint

**Personal**

**Profile**

* Reliable and dependable - high personal standards and attention to detail
* Strong planning, organizing and monitoring abilities - an efficient time-manager
* Good starter – enthusiastic in finding openings and opportunities
* Welcome new Challenges and is committed to achieving personal and professional success.
* Recognized for reliability and getting the job done through persistent work ethics.
* Good communication skills.
* Self-motivated attitude to move forward and learn

**Experience**

**6** Months of Diploma in **Hotel Management** from **Pearl**

**Continental Hotel Lhr**

**2** Years’ experience **“Front Office EXECUTIVE”** in “**Royal Palm Golf & Country Club”**

From **Oct 2016** to **Feb 2020** in **“Emporium Mall By Nishat Group” as “Operations Supervisor”**

**3** Years’ experience as **“Project Supervisor”** in Packges Mall under **LEMON PEEL** (**Events Management**)

**Job Responsibilities as Front Office Executive:**

**ROYAL PALM GOLF & COUNTRY CLUB**

* Provide outstanding services and ensure customer satisfaction.
* Address customer concerns and complaints promptly and professionally
* Answer phone switchboards and transfer calls and take messages.
* Plan and assign workloads for front office associates.
* Supervise associates in their assigned job duties.
* Prepare operational and financial records for Manager to review.
* Schedule regular meetings to discuss about issues and updates.
* Educate associates on safety, emergency and security procedures.

**Job Responsibilities as Oerations Supervisor:**

**EMPORIUM SHOPPING MALL**

* To handle the mall operation.
* Preparing Mall opening report and closing report.
* To check the mall maintenance.
* Maintaining log sheet.
* Dealing customers.
* Handling the brands issues and resolving.
* Conducting the mall events.
* Supervising the housekeeping and security as well.
* Preparing damage report.
* Reporting to GM about mall operation.
* Building, Maintaining and Retaining Healthy Business relations with Corporate Customers to generate more Business
* They deal with and help resolve any customer complaints.
* **Implements to mall marketing , mall advertising ,mall events**

**Experience Certificates**

Certificate of **Hotel accommodation Operations Services**. Affiliated by **Hashoo Foundation.**

* Certificate of **Hotel accommodation Operations Services.** Affiliated by **Pearl Continental Hotel.**
* Certificate of **National training Bureau.** Affiliated by **Govt of PAKISTAN.**
* Certificate of **Creating Agent for Tomorrow** Affiliated by **Ovex Training Institute**
* Certificate of **Customer Services Representative Affiliated** by **PTCL Contact Center.**

**Hobbies**

* Reading books
* internet surfing
* Workout
* football

**Reference**

* Will be furnished on demand.