

# *Curriculum Vitae*



**Usman Masood**

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## **Career Objective:**

To secure a position in the Human Resources Management Training Program at Rotana Hotel, where I can leverage my skills, knowledge, and passion for HR to contribute to the development and success of the organization. I aim to further enhance my expertise in talent acquisition, employee relations, performance management, and HR strategy while working in a dynamic and professional environment. Through this training program, I strive to become a well-rounded HR professional equipped with the necessary skills to excel in the hospitality industry.

## **Career Summary:**

### □ **Human Resources Department as Colleagues Accommodation Supervisor**

**| Khalidiya palace Rayhaan by Rotana hotel, Abu Dhabi | July 2023- Present.**

Responsible for handling all of the administrative work related to housing. This includes things like managing lease agreements, handling rent payments, coordinating maintenance requests and repairs, and ensuring that our facilities are up to code and meet safety standards. I was also managing the transportation contract for our colleague's bus by ensuring timely arrivals and departures, maintaining accurate records, addressing any issues or concerns that may arise, and creating a safe and comfortable transportation experience for employees while optimizing cost efficiency and compliance with relevant regulations.

**Acting Human Resources Coordinator** for processing and carrying out all tasks related to the preparation of all forms, letters, pay roll, and applications for various transactions. Within the role, monitoring all visas passport expiry, air ticketing, arranging trainings logistics and communication.

### □ **Administrator | Abu Dhabi National Hotel Compass, Abu Dhabi | Jan 2022- July**

2023.

Responsible in all administrative works for 15 government locations from staff applications to employment. Responsible in HR related works such as employees timesheet, leave applications and staff requests. Monitor passport, visa and national ID expirations and renewals. Served as a contact person to coordinate with different departments especially Head Office. Request documents, certificates and trainings required by any employees. Operate phone calls for both internal and external calls including client communications. Arrange meeting schedules, event calendars and coordinate with the company drivers for deliveries. Monitor and analyze daily sales reports of all locations. Organize and manage functions or events as per client requests. Issue quotations as per client catering requests and functions. Organize menu for clients and management. Manage daily and weekly orders for all retail locations. Prepare Minutes of the Meeting. Analyze and create plans for solutions and improvements with the Operation Manager

- **Acting Human Resources Clerk** for processing and carrying out all tasks related to the preparation of all forms, letters, pay roll, and applications for various transactions. Within the role, monitoring all visas and work permits, passport expiry, and air ticketing.

- **Outlet Captain** | Barfly by buddha bar, **Abu Dhabi national Hotels** | March 2018- Feb 2021.

Supervise and assist the Colleague Outlet Attendants in cleaning and deep cleaning the Colleague dining facility regularly to maintain the areas in a hygienic condition.

Implement innovative ways to improve the services provided in the Colleague outlet to ensure increased Colleague satisfaction. Participate in the Colleague Outlet Committee meetings and provide suggestions to improve the quality of food and dining experience of colleagues.

- **Food beverages Coordinator** | Royal Catering Services | October 2016-March 2018.

Excelled in a fast-paced environment and quickly adapted to the flexibility and demand of the restaurant industry by picking up extra shifts and tables

Provided excellent customer service: worked closely with restaurant staff to ensure that orders were served in an efficient

Trained incoming staff regarding the restaurant's procedures, culture and practices

Collaborated directly with Quarterdeck partners and sponsors to ensure promotion and upward sales - worked with staff

Gained immeasurable experience in multitasking, oral and verbal communication, customer satisfaction, and conflict

- **Front office Reservation agent** | **Best Western Hotel Islamabad, Pakistan** | Jan 2017-Dec 2017.

Represents the hotel to the guest throughout all stages of the guest stay. Determinates a guest reservation status and identifies how long the guest will stay.

Helps guests complete registration cards and then assign rooms, accommodating special requests whenever possible verifies the guest method of payment and follows established credit-checking procedures.

Places guest and room information in the appropriate front desk racks and  
Communicates this information to the appropriate hotel personnel.

- **Customer service representative | Islamabad international Airport Pakistan**  
**| May 2015 - Dec 2015.**

Including efficient management of the flow of passengers, baggage, cargo and mail  
Through the airport facilities, ensuring that services are delivered in a healthy, safe and  
Secure environment, and meeting and exceeding when possible the needs and  
Expectations of customers with different nationalities and age groups

Special facilitation services  
“May I help you” during Hajj Operations 2015

## **Education & Qualification:**

- Level 2 Diploma in food and beverages service **2017**  
(City and Guilds UK)
- Managing service in food and beverages services **2016**  
(American Hotel & Lodging Educational Institute)
- Advanced Diploma in hospitality management from  
COTHM Islamabad Pakistan  
**2015**
- FSC Pre Engineering Rawalpindi Board Of Education Pakistan **2012**
- Matriculation Rawalpindi Board Of Education Pakistan. **2010**

- **Software Skills:**

- Bayan Human Resources Management System.
- Jana Materials Management Software.
- Opera Property Management – Advanced.
- Hotec property management.
- Microsoft Windows Applications (Word, Excel, Office, PowerPoint, Outlook).

- **Personnel Attributes:**

- Excellent customer service skills and telephone etiquette.
- Ability to handle more than one customer at a time.

- ☐ Well-versed with the norms of hospitality industry.
- ☐ Strong knowledge of scheduling processes.
- ☐ Certified First Aider
- ☐ Exceptional written and verbal communication skills.

☐ **Personal Details:**

Religion	Islam	:	
Date of Birth	15/12/1992	:	
Gender	Male.	:	
Nationality	Pakistani	:	
Marital status	Single	:	
Passport No	DD0874439	:	
Passport Issue Date	07 –Oct -2019	:	
Passport Exp. Date	06 - Oct - 2029	:	
	Language	:	
	English, Urdu,	:	
	Punjabi.	:	

☐ **References:**

Will be furnished on Demand.