



## MOHAMMED ASHIKH KANNAMTHODI

Guest Service Representative/Sales

### EDUCATION

Master in Marketing: Periyar University – Selam, India (2011–2013)

Bachelor of Arts: Calicut University, Kerala, India (2002–2005)

### WORK EXPERIENCE:-

#### Atlantis the Palm, Dubai, UAE

[www.atlantisthepalm.com](http://www.atlantisthepalm.com)

Guest Service Representative:

May 2018 to June 2022

#### Responsibilities:-

- Administering and assisting the guest on arrival and departure courteously and effectively
- Assist guests with travel agency bookings and arranging transfers if required.
- Greeted customers entering the hotel to ascertain what each customer wanted.
- Investigated and resolved customer inquiries and complaints in timely and empathic manner.
- Answered telephone calls and email inquiries.
- Provided information to guests about hotel services & amenities.
- Assisted guests with any needs and helped resolve complaints.

#### Mercantile Exchange of Madagascar, Madagascar, SA

[www.mexmadagascar.com](http://www.mexmadagascar.com) (Part of Pride holdings)

Sales/Counter Staff: April 2013 to June 2016



#### Pride Holdings [www.prideholding.com](http://www.prideholding.com)

Sales/Counter Staff: June 2006 to March 2013

#### Responsibilities:-

- Managed vendor accounts, generating weekly on demand cheque.
- Ensured compliance with accounting deadlines.
- Assisted the sales team for incoming requests for new services.
- Coordinate with sales & support Team.
- Handled escalated and upset calls, maintained, and updated the out bound call reports.
- Managed to keep records of customer interactions, transactions, complaints, comments as well as actions taken, process orders, forms, and applications.
- Handling day today office administration. Coordinating office activities and operations.

### PERSONAL DETAILS:

  **+971506389771**

 **ashikhkt@gmail.com**

Nationality: Indian

**Lives In:** JVC-Jumeirah, Dubai.

### SKILLS:

- ✓ Excellent communication
- ✓ Planning and organizing
- ✓ Good Team Player
- ✓ Strong Problem solving
- ✓ Decision Making

### IT SKILLS:

- ✓ MS Office(Word, Excel & PowerPoint)
- ✓ Outlook Express
- ✓ Internet & Email Applications

### LANGUAGES:

- ✓ English,Hindi,Malayalam & Arabic(Beginner)

### DRIVINGLICENSE:

- ✓ UAE and INDIA

### ACHIEVEMENTS:

- ✓ Participated Dragon Boat Club World Championship in Ukraine-2019 and Euro Cup Championship in Dubai-2022