



AREAS OF EXPERTISE

Hospitality

Administration

Customer service & Customer relations

Book keeping

Sales & Marketing

Reservations

Up selling products

Dealing with Inbound calls and emails

Generating reports

Supervising

PROFESSIONAL

Microsoft office

Opera reservations system

Munshi operating system

Pegasus, Spear, Icon, Crm, Sky speed.

Spss statics software

Basic hardware management

Windows installation

Basic website designing

LANGUAGE PROFICIENCY

English - Fluent

Urdu - Fluent

Punjabi - Fluent

French - Beginner

Spanish - Beginner

Jehangir Khan

WORK EXPERIENCE

Marriott International Hotel, Islamabad, Pakistan.

Dec 2013 – May 2014

Front office department.

- Welcoming guests to the hotel in a polite, friendly and helpful manner.
- Dealing with late arrivals and assisting with early check-outs.
- Checking In the guests using hotel's reward points and privilege card.
- Dealing with cash and credit card transactions.
- Answering telephone inquiries promptly and professionally and transferring them if required.
- Dealing with and resolving customer complaints.
- Maximise sales revenues through up selling and marketing programmes.

AirAsiaX, Kuala Lumpur, Malaysia.

Oct 2012 - Nov 2013

Sales & Travel agent for AirAsia X.

- Researching travel options and presenting the best deals in terms of requirements.
- Ensure all bookings and reservations are processed accurately.
- Responding to all phone and email enquiries promptly and in a friendly manner.
- Filing, photocopying and general administrative duties.
- Building strong relationships with clients.
- Writing official letters to the customers on behalf of the company in an instructed manner.
- Manage the targeted goals wisely and achieve them before the specified time period.
- Up selling relevant add-ons, like insurance, excursions, currency etc
- Negotiating corporate and best rates with hotels.
- Advising on and organising visas and passports.
- Ensuring travel brochures and promotional literature is sent to the registered customers on the weekly basis.
- Handling high numbers of incoming calls from direct customers and travel trade.

Singapore Telecommunications, Singtel, Singapore.

Aug 2011 - Sep 2012

Senior customer care & Sales executive for Singtel.

- Answering inbound calls and emails from customers.
- Pin point the customer's issues and provide them the precise solution for it.
- Resolve the first level technical issues the customer is facing.
- Troubleshoot the problem with possible alternatives and software available.
- Multi task by resolving the customer's issue and suggest them the cost control methods by looking at their bills.
- Up selling the Singtel products by convincing the customers.
- Authorising refunds or other compensation to the customers.
- Coordinating operational activities.
- Providing feedback to the management concerning the ongoing issues and areas that require improvement.

PERSONAL SKILLS

Guest oriented

Service minded

Ability to listen and anticipate

Excellent multitasking skills

Able to work under pressure

*Flexible with working hours
and days*

Flexible and quick adopter

*Always looking forward to learn
something new*

Trainer for the new batches

- Proving the basic knowledge of the Singtel products.
- Help them with their individual cases.
- Exercising the team work within the groups.
- Arranging group meetings on a regular interval to discuss the team progression.

Nominated team SPOC (AM assistant).

- Taking over the manager call backs.
- Being a helping hand in resolving the team`s pending cases.
- Advice the AM where necessary in resolving the particular issue.
- Generating the monthly and semi annual reports as instructed.

Novotel Sant Cugat, Barcelona, Spain (Internship)

Feb 2011 - May 2011

- Food and beverage department

NH Belvedere Hotel, Vienna, Austria (Internship)

June 2010 - Sep 2010

- Housekeeping department
- Front office department
- Food and Beverage department

Hotel Trente-Trois, Geneva, Switzerland (Internship)

May 2009 - Sep 2009

- Front office department
- Food and Beverage department

PERSONAL DETAILS

House no. G-252, Gordon

*College Road, Rawalpindi,
Pakistan.*

T: 0092 343 5561 554

E: kjehangir87@yahoo.com

DOB: 15/05/1987

EDUCATION

2012 - 2013

Master in Business Administration

Central State University of New York, United States.

2009 - 2011

Bachelor in Tourism & Hospitality Management

Modul University, Vienna, Austria.

2008 - 2009

Diploma in Travel, Tourism & Hospitality Management

Institute of Management and Commercial Sciences, Geneva,
Switzerland.

2005 - 2007

A - levels

Spring field public school, Rawalpindi, Pakistan.

2001 - 2003

O - levels

Gaborone Senior Secondary school, Gaborone, Southern Africa.