

Azeem Abbasi

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Career goals and ambitions

A pro-active presentable individual seeking to develop practical knowledge of Human Resources and Management. Possesses excellent sales skills combined with effective communication and interpersonal skills. Long term goal is to climb up the corporate ladder with an organisation that shares similar ambitions and drive.

Employment and Work Experience

August 2020 - Ongoing

Amazon Fulfilment Centre

September 2019 - March 2020

Receptionist at Red Lion Hotel

- Served visitors by greeting, welcoming, and directing them appropriately.
- Deligently maintained security and telecommunications system.
- Directed visitors by maintaining employee and department directories.
- Ensured a safe and clean reception area by complying with procedures, rules, and regulations.
- Reliably contributed to team efforts by accomplishing related results as needed.

March 2018 - July 2019

Guest Service Assistant at Holiday Inn

- Answered customer enquiries or passed them on to the appropriate department.
- Arranged services for customers, for example, booking hotel rooms or arranging car hire.
- Satisfactorily completed all other tasks as the first point of contact.

July 2017

On-duty hotel Manager/Receptionist at Comfort Inn

- Managed all company correspondence with the management, third party, clients and team.

- Delegated and monitored completion of tasks to departmental service employees
- Attained guest satisfaction, achieving the company's customer service standards
- Used initiative in providing bespoke and relevant service to different types of customers per their needs
- Built and maintained a comfortable environment (for customer queries and complaints)

February 2016

Sports Direct, Sales Consultant

- Consecutively exceeded sales targets every month throughout the period of employment (6 months)
- Established strong rapport and professional relations with manager and colleagues
- Received excellent feedback from supervisor on sales and interpersonal skills

November 2015

Next, Customer Service

- Improved customer experience by assisting and dealing with customer complaints and queries
- Excellent team collaboration and interchanging between different tasks to collectively meet sales targets

February – October 2014

Various Job roles through A.S.A.P

- Led the team in meeting daily targets (retail and distribution)
- Excellent responses to urgent shift covers as and when instructed
- Arrived promptly for sharp on-the-dot starts

Qualifications

BTEC Level 2 Diploma in Business

Level 2 Fitness Instructor

Level 3 Diploma in Fitness Instructing (Gym) & Personal Training

Level 3 Nutrition

GCSE