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| **Muhammad Waqar Sheikh**  **Hospitality Professional**  **Mobile: 0092344-1295764**  **E-mail:waqarsheikh143@outlook.com** | | | | C:\Users\DELL\Downloads\f0af4c9f-9770-4949-a64e-c49de90fa4eb.jpg | |
| Seeking a challenging position with a reputed hotel that will allow career growth into positions of broader responsibilities and I would also like to use my previous experience and skills in a more professional role to reach higher levels in my career. | | | | | |
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| **STRENGTHS** | | | | | |
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| * 4 Year plus Professional Experience with Sheraton Hotel and Movenpick Hotel Karachi | | | * Positive Can Do Attitude | | |
| * Result Oriented with high standard of job performance | | | * Forward Thinker and Planner | | |
| * Ability to work under pressure and stress | | | * Problem Solver and Strategic Thinker. | | |
| * Known for ability to defuse volatile situations | | | * Possess Leadership Skills | | |
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| **CAREER SNAPSHOT** | | | | | |
| Home - Synapptec Global  **Synapptec Global :** Currently working in synapptec global as a senior customer Support Executive  Responsibilities :   Manage large amounts of incoming phone calls   Generate sales leads   Identify and assess customers’ needs to achieve satisfaction   Build sustainable relationships and trust with customer accounts through open and interactive communication   Provide accurate, valid and complete information by using the right methods/tools   Meet personal/customer service team sales targets and call handling quotas   Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution   Keep records of customer interactions, process customer accounts and file documents   Follow communication procedures, guidelines and policies   Take the extra mile to engage customers  C:\Users\Sana Razzak Bari\Desktop\Brand_Banner_58829_2.jpg  Firdous Cloth Mills : working as a senior Admin From this date 27 August 2017 and till 28 May 2022.  **C:\Users\Sana Razzak Bari\Downloads\index.jpg**  ICM Japan : short Experience in ICM Japan World Used car exporting campany as a International Sales Executive From this date 3 july 2017 and till 28 August 2017  **C:\Users\BC-2\Downloads\moevenpick.png**  Movenpick Hotel Karachi : 3 years working in Movenpick hotel Karachi as Business Center Executive From This Date 1 Jan 2014 To 25 April 2017  **C:\Documents and Settings\muzzkha\My Documents\My Pictures\sheraton-hotels-and-resorts.gif**  .  KARACHI SHERATON HOTEL : 10 Month Telephone Operator working experience from this date 13 Feb To 30 december  Working as COMMUNICATION OFFICER  *RESPONSIBILITIES*   Worked on Siemens Board (Console) EMX 601   Worked on Hicom AC-Win 3.0 Console.   Attending inbound & making outbound calls.   Giving wake up calls to the guests of the Hotel & as well as different Airline crew.   Providing information of check in and check out guest.   Preparing official vouchers for staff.   Maintain a log & keep a follow up with the assigned personnel in case of emergency (Fire Alarm).   Checking & maintaining of the postings made on the OPERA system.   Maintaining a paging board for the guests.   Keep checks on monthly billing and Hotel telephone lines   Perform Trainings / briefings with all Communication& Business Center staff.   Look after the all Business Center issues (Internet, Fax, etc.)   Checking of the voice mail system as well as the background hold music of the Sheraton Brand.   Preparing the monthly roster for the agents of the communication & Business Center department and also providing training to the refreshers from time to time.   Checking the PABX lines as well as maintaining a log of the monthly bills feeding it into the system.  ***Responsibilities*:**  Operator Standard, Dialing Face-Lifting, Wakeup Calls & Paging Board, Call Forwarding, Worked on Hicom AC-Win 3.0 Console, Worked on Siemens Board (Console) EMX 601, Fire Alarm, Bomb Threat, Screening Calls, Opera Checking, Mail Sending, Printouts, Scanning, Faxing, Business Revenue Sheet, Internet Checking & Browsing, WI FI Connection, Data Entry, Photo Coping, Apology Card, Star Guest Profile., Providing information of check in and checkout guest. Keep checks on monthly billing and Hotel telephone lines, checking of the voice mail system as well as the background hold music of the Sheraton Brand, Checking the PABX lines as well as maintaining a log of the monthly bills feeding it into the system,. Checking & maintaining of the postings made on the OPERA system  ***Computer Literacy:***  *Very Well- Versed with computer and learn various courses as under*  ***MS Office:***  *Office word*  *Office power point*  *Office excel*  *Office Outlook* ***Web Designing:*** *Adobe Photoshop*  ***Networking:*** *Wire Making, Proxy Setting And Connection. Net Sharing, Printer Sharing,  File Sharing, Net Meeting, Chatting,  DesktopSharing Calling, V.N.C Software,*  *Team Viewers.* ***Computer Hardware:*** *Windows Introduction Includes Installation (Xp, Vista, Seven, Crystal, Me, Ghost) Complete Windows Operating,  Image Making, Registry Editing(Basic’s), Group Police, Partition Making, Driver Installation, Data Recovery, Password Breaking (System And Windows).*  *Hard disk Formatting and Bad Sector Removing,  Trouble Shooting.*  ***Other:***  *Internet*  *Email*  *Browsing, Chatting & Other Knowledge of Internet*  ***Certificates:***  *Adobe Photoshop 7.0 from S.M.C.I*  *7 month training certificate in IT Depart at Karachi Sheraton Hotel*  *1 moth training certificate in Business Centre at Karachi Sheraton Hotel*  **Cross Training at Front Desk where my Responsibilities Include the following:**  Responsible for the overall day to day functions of the front desk and delegating task as per the shift check list. Greet all guests at any time and helpful manner and attempts to learn and use guest name at every opportunity registers and rooms all arrivals according to established procedures. On check in, ensuring that the guests fill the registration card completely and legibly and that the guest is assigned a room of the type and at the rate requested. Maintain cashier float and make accurate daily reports of all money received. Cashing of hotel guests personal and travelers checks and assisting with currency exchange. Be thoroughly aware of all special promotion procedures, for programs such as Hotel Rewards and incentive toward customer. | | | | | |
| **HOTEL PROPERTY MANAGEMENT SYSTEM & ADDITIONAL COMPUTER SKILLS** | | | | | |
| * OPERA- PMS SYSTEM | | | | | |
| * MS OFFICE | | | | | |
| * WINDOWS AND INTERNET RELATED APPLICATIONS | | | | | |
| * ADOBE PHOTO SHOP 7.0 | | | | | |
| **EDUCATION** | | | | | |
| Intermediate From Govt College Of Commerce & Economics. | | | | | **Completed** |
| Matriculation in Science from Prime Public School Karachi-Pakistan. | | | | | **Completed** |
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| **HONORS & AWARDS** | | | | | |
| * ***Awarded GEI (Guest Experience Index Award Movenpick hotel karachiand for my outstanding Performance.*** | | | | | |
| **PERSONAL DETAILS** | | | | | |
| Nationality | : | Pakistani | | | |
| Date of Birth | : | 16.06.1993 | | | |
| Marital Status | : | Single | | | |
| Languages | : | Fluent English, Urdu | | | |
|  |  | **REFERENCES** | | | |
| **Mr. Waqar Ashraf** | : | I.T Manager Marriott Hotel Islamabad , | | | |
| **Mr. Jv Raj** | : | Communication Manager Movenpick Hotel Karachi, | | | |