

Faiz Rasool

Front Desk Agent

Address:
RYK Punjab, Pakistan

Phone:
+923136000520

Email:
ch.faizuae@gmail.com

EDUCATION

Associate Degree
A-Levels
MAY 2009 - MAR 2012
Punjab College, Rahim Yar Khan

Matriculation
O-Levels
APR 2007 - APR 2009
Govt Colony S/S, Rahim Yar Khan

SKILLS

TEAMWORK
ORGANIZED
PHONE ETIQUETTE
PROBLEM SOLVING
CUSTOMER SERVICE
TIME MANAGEMENT
CUSTOMER LOYALTY
ATTENTION TO DETAIL
COMMUNICATION SKILLS

PROFILE

Hardworking, Self-motivated individual seeking a role as a Front Desk Agent in a Professional Environment to offer Expert Skill of Working within a Large Business.

WORK EXPERIENCE

Call Center Agent
Hello World Technologies / MAY 2021 – Nov 2022
Rahim Yar Khan, Pakistan

As a Call Center Agent, I am a skilled and customer-focused professional responsible for handling incoming calls from customers and providing exceptional service. My primary goal is to address inquiries, resolve issues, and ensure a positive experience for every caller.

➢ Customer Support ➢ Issue Resolution ➢ Product Knowledge
➢ Documentation ➢ Upselling and Cross-Selling ➢ Quality Assurance
➢ Active Listening ➢ Escalation Complex Handling
➢ Multitasking ➢ Continuous Improvement

Front Desk Agent
Islamabad Serena Hotel / JAN 2019 – APR 2021
Islamabad, Pakistan

As a Hotel Front Desk Agent, I am responsible for providing exceptional guest service and ensuring a smooth and pleasant experience for all hotel guests. My primary duties involve managing the front desk operations, handling guest inquiries, and assisting with check-in and check-out processes.

➢ Guest Check-in and Check-out ➢ Customer Service ➢ Reservation Management ➢ Billing and Payments ➢ Telephone and Email Handling
➢ Concierge Services ➢ Collaboration ➢ Arrival and Departure Coordination
➢ Guest Communication ➢ More Front Office Duties As Assigned

As a Front Desk Agent, I am committed to creating a positive and welcoming atmosphere for all guests and ensuring their stay is comfortable and enjoyable. My passion for delivering exceptional customer service and my ability to handle various front desk responsibilities make me an ideal candidate for this role.

Front Desk Agent
Oryx Hotel / JAN 2018 – DEC 2018
Abu Dhabi, United Arab Emirates

As a Hotel Front Desk Agent, I am responsible for providing exceptional guest service and ensuring a smooth and pleasant experience for all hotel guests. My primary duties involve managing the front desk operations, handling guest inquiries, and assisting with check-in and check-out processes.

➢ Guest Check-in and Check-out ➢ Customer Service ➢ Reservation Management ➢ Billing and Payments ➢ Telephone and Email Handling
➢ Concierge Services ➢ Collaboration ➢ Arrival and Departure Coordination
➢ Guest Communication ➢ More Front Office Duties As Assigned

LANGUAGES

English
Full professional proficiency

Russian
Limited working proficiency

Urdu
Native or bilingual proficiency

SOFTWARE SKILLS

Emailing
Adobe Photoshop
Microsoft Office Expert
Word, Excel & Power Point
Scanning, Printing & Faxing

REFERENCE

MR. Abdussalam Purayil
Housekeeping Manager
Oryx Hotel
Contact # +971 52 288 5078
Email:abdussalam.purayil@danathotels.com

More References will be furnished upon Request.

SOCIAL LINKS

LinkedIn:
https://www.linkedin.com/in/faizee321/

Skype:
ch.faizrasool

WhatsApp:
+923136000520

As a Front Desk Agent, I am committed to creating a positive and welcoming atmosphere for all guests and ensuring their stay is comfortable and enjoyable. My passion for delivering exceptional customer service and my ability to handle various front desk responsibilities make me an ideal candidate for this role.

Room Attendant
Oryx Hotel / OCT 2016 – JAN 2018
Abu Dhabi, United Arab Emirates

As a Hotel Room Attendant, my main responsibility is to ensure the Cleanliness and tidiness of guest rooms, creating a comfortable and inviting atmosphere for hotel patrons. I am meticulous in my approach to cleaning and pay close attention to detail to uphold the highest standards of hygiene and presentation.

➢ Room cleaning & sanitization ➢ Bathroom maintenance
➢ Linen & amenity replenishment ➢ Restocking supplies
➢ Report damages & maintenance issues ➢ Attention to detail
➢Lost & found handling ➢ Adherence to standards
➢ Safety & security compliance ➢ Teamwork

Front Desk Agent
Zariana Hotel / AUG 2015 – AUG 2016
Deira, Dubai, United Arab Emirates

As a Hotel Front Desk Agent, I am responsible for providing exceptional guest service and ensuring a smooth and pleasant experience for all hotel guests. My primary duties involve managing the front desk operations, handling guest inquiries, and assisting with check-in and check-out processes.

➢ Guest Check-in and Check-out ➢ Customer Service ➢ Reservation Management ➢ Billing and Payments ➢ Telephone and Email Handling
➢ Concierge Services ➢ Collaboration ➢ Arrival and Departure Coordination
➢ Guest Communication ➢ More Front Office Duties As Assigned

As a Front Desk Agent, I am committed to creating a positive and welcoming atmosphere for all guests and ensuring their stay is comfortable and enjoyable. My passion for delivering exceptional customer service and my ability to handle various front desk responsibilities make me an ideal candidate for this role.

Room Attendant
Zariana Hotel / JUN 2012 – AUG 2015
Deira, Dubai, United Arab Emirates

As a Room Attendant, my main responsibility is to ensure the Cleanliness and tidiness of guest rooms, creating a comfortable and inviting atmosphere for hotel patrons. I am meticulous in my approach to cleaning and pay close attention to detail to uphold the highest standards of hygiene and presentation.

➢ Room cleaning & sanitization ➢ Bathroom maintenance
➢ Linen & amenity replenishment ➢ Restocking supplies
➢ Report damages & maintenance issues ➢ Attention to detail
➢Lost & found handling ➢ Adherence to standards
➢ Safety & security compliance ➢ Teamwork