FAIZ RASOOL

Front Desk Agent

Rahim Yar Khan, Pakistan | ch.faizuae@gmail.com | +923136000520



PROFESSIONAL SUMMARY

Customer-focused, passionate professional energized by effectively communicating with hotel guests and ensuring they have a great experience. Provides exceptional customer service and increases revenues in fast-paced, competitive environments. Adaptable relationship builder with strong organization and communication skills who works persistently to exceed customer expectations and drive business growth.

PROFESSIONAL EXPERIENCE

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

- Answered incoming calls, provided high-quality customer service, resolved inquiries and issues promptly.
- Managed customer accounts, processed orders, handled billing inquiries, and documented interactions accurately.
- Followed up with customers to ensure satisfaction, collaborated with team members to enhance processes, and met performance targets.
- Provided feedback to management on common issues and potential service improvements.

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

- Managed guest check-ins and checkouts, processed reservations, and handled billing and payments accurately using hotel management software.
- Responded to guest inquiries and complaints promptly, providing exceptional customer service to ensure a positive and welcoming atmosphere.
- Provided concierge services, coordinated guest arrivals and departures, and collaborated with various departments to fulfill guest needs efficiently.
- Maintained accurate records, performed administrative tasks, and contributed to the overall smooth operation of the front desk.

Front Desk Agent Oryx Hotel | JAN 2018 – DEC 2018 | Abu Dhabi, UAE

- Managed guest check-ins and checkouts, processed reservations, and handled billing and payments accurately using hotel management software.
- Responded to guest inquiries and complaints promptly, providing exceptional customer service to ensure a positive and welcoming atmosphere.
- Provided concierge services, coordinated guest arrivals and departures, and collaborated with various departments to fulfill guest needs efficiently.
- Maintained accurate records, performed administrative tasks, and contributed to the overall smooth operation of the front desk.

Room Attendant Oryx Hotel | OCT 2016 – JAN 2018 | Abu Dhabi, UAE

- Cleaned and maintained guest rooms and public areas to the highest standards, ensuring a clean and welcoming environment for all guests.
- Replenished supplies, such as linens, toiletries, and towels, and reported any maintenance issues to the appropriate department.
- Collaborated with the front desk and other departments to accommodate special guest requests and ensure prompt resolution of issues.

- Adhered to safety and hygiene guidelines, maintained accurate records of completed tasks, and contributed to a positive and efficient team environment.

Front Desk Agent Zariana Hotel | AUG 2015 – AUG 2016 | Dubai, UAE

- Managed guest check-ins and checkouts, processed reservations, and handled billing and payments accurately using hotel management software.
- Responded to guest inquiries and complaints promptly, providing exceptional customer service to ensure a positive and welcoming atmosphere.
- Provided concierge services, coordinated guest arrivals and departures, and collaborated with various departments to fulfill guest needs efficiently.
- Maintained accurate records, performed administrative tasks, and contributed to the overall smooth operation of the front desk.

Room Attendant Zariana Hotel | JUN 2012 – AUG 2015 | Dubai, UAE

- Cleaned and maintained guest rooms and public areas to the highest standards, ensuring a clean and welcoming environment for all guests.
- Replenished supplies, such as linens, toiletries, and towels, and reported any maintenance issues to the appropriate department.
- Collaborated with the front desk and other departments to accommodate special guest requests and ensure prompt resolution of issues.
- Adhered to safety and hygiene guidelines, maintained accurate records of completed tasks, and contributed to a positive and efficient team environment.

EDUCATION

F.Sc (Pre-Engineering) - Associate Degree MAY 2009 - MAR 2012
Punjab Group of Colleges | *Rahim Yar Khan*

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

SKILLS

Customer Service | Reservation Management | Billing and Payments | Phone Etiquette and Email Handling | Concierge Services | Communication Skills | Problem Solving | Interpersonal Skills | Multitasking | Microsoft Office | Attention to Details | PMS Knowledge

LANGUAGES

- English: Full professional proficiency
- Russian: Limited working proficiency
- Urdu: Native or bilingual proficiency

REFRENCES

- MR. Abdussalam Purayil
  Housekeeping Manager, Oryx Hotel | Abu Dhabi, UAE
  Contact # +971 52 288 5078
  Email: abdussalam.purayil@danathotels.com
- More Will Be Furnished Upon Request.