

# HUSSAIN ALI

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903 B-WING BURHANI HERITAGE, MG ROAD, KANDIVALI WEST, MUMBAI,  
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SALES & MARKETING EXECUTIVE [RESERVATIONS]



## SUMMARY

Quality-focused Front Office Executive committed to approaching administrative tasks with tenacity and attention to detail. Hard-working, multi-tasking Executive Assistant with outstanding telephone, scheduling and documentation skills.

## SKILLS

Business Management: Sales Management

Customer Service: Customer Service

Computer Skills: Opera, Outlook, Excel, Word, PowerPoint, Reserve, Triton

Sales: Sales, Communications, Hospitality, Management, Data Entry

Reception: Telephone, Coding

Natural ability to sell products enthusiastically.

Ability to work in a high pressured environment.

## WORK EXPERIENCES

**2019-09 to Present**

### **Sales & Marketing Executive [Reservations]**

**HYATT PUNE**

**PUNE**

- Proficient in Opera, Reserve, and various other applications including but not limited to, answering phones, and making reservations for guests.
- Desk Duties: Processing reservations, rate load, group bookings etc.
- To ensure that all reservations are recorded following established procedures with full and clear information and that they are inputted accurately and promptly onto the system.
- To maximize revenue by converting enquiries, recognising business prospects and opportunities to upsell venue services.
- To liaise with clients and customers to coordinate corporate events whilst building rapport and creating professional relationships.
- Reservation Executive.

**2018-10 to 2019-03**

### **Sales & Marketing Executive [Reservations]**

**J.W MARRIOTT JUHU**

**MUMBAI**

- Proficient in Opera, Marsha, and various other applications including but not limited to, answering phones, and making reservations for guests.
- Desk Duties: Processing reservations, rate load, group bookings etc.
- Reservation Executive.

**2018-04 to 2018-10**

### **Front Office Executive [Night auditor]**

**GRAND HYATT MUMBAI MUMBAI**

- Proficient in Opera, Reserve, and various other applications including but not limited to, answering phones, and making reservations for guests.
- Desk Duties: Answered phones, took messages, and provided information on the computer system. I also handled the phone calls, emails, and faxes. In a timely and accurate.

- Answered all questions about the hotel and surrounding areas including the use of the internet system. Answered phones and provided information on the use of the CRM system.

**2016-04 to 2018-03**

**Customer Service Associate [Reservations]**

**SITEL MUMBAI**  
**Hyatt Hotels Reservation**

- Customer service, communications, and sales.
- I also assisted in the creation of new and existing customer relations. This included the use of the computer system and the use of Microsoft applications.
- I also provided information to the management team. I was able to work with a team of people and customers.

**2014-07 to 2015-07**

**Customer Service Associate**

**UNITY SOLUTIONS MUMBAI**  
**Airtel**

- Customer service, communications, and phone calls.
- Provided customer support and administrative support to customers. Resolved customer issues and complaints.

**EDUCATION**

**2012-07 to 2014-02**

**Shri T.P Bhatia College of Science MUMBAI**  
**SCIENCE | Higher Secondary School**

**HOBBIES & LANGUAGES**

- Football, Music, PlayStation and Photography.
- English, Hindi, Gujarati, Arabic.