

Shoeb khan

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CAREER OBJECTIVE

To work in organisation where , I am able to contribute the organisation growth and profitability with my skill and knowledge and in turn get an opportunity to gain exposure and expertise that would help me build a promising and successful career.

SKILLS

Administrative and managing skills.

Key Competencies :-
communication skills - written and verbal.
planning and organizing.
problem assessment and problem solving.
information gathering and information monitoring.
attention to detail and accuracy.
flexibility.
adaptability.
teamwork.

Computer skills.

- computer skills and knowledge of relevant software.
knowledge of clerical and administrative procedures and systems such as filing and record keeping.
Familiar with ms office.

EXPERIENCE

May-2014 - Nov-2014

Aegis PVT LTD

Customer care executive

Work responsibilities :-
Resolve customer complaints via phone, email, mail, or social media.
Use telephones to reach out to customers and verify account information.
Greet customers warmly and ascertain problem or reason for calling.
Cancel or upgrade accounts.
Assist with placement of orders, refunds, or exchanges.
Advise on company information.
Answer questions about warranties or terms of sale.
Handle product recalls.
Attempt to persuade customer to reconsider cancellation.
Inform customer of deals and promotions.
Sell products and services

Sep-2016 - Mar-2018

RK feeds and beans exchange

Sales and purchase executive

Job Responsibilities :-

- .organising sales visits
- .demonstrating and presenting products
- .establishing new business
- .maintaining accurate records
- .attending trade exhibitions, conferences and meetings
- .reviewing sales performance
- .negotiating contracts and packages
- .aiming to achieve monthly or annual targets.

Oct-2018 - Aug-2019

Hotel imperial sabre

Front office Executive

Main Job Duties and Responsibilities :-

- .welcome and greet guests
- .answer and direct incoming calls
- .inform guests of hotel rates and services
- .make and confirm reservations for guests
- .ensure proper room allocation
- .register and check guests in
- .confirm relevant guest information
- .verify guest's payment method
- .verify and imprint credit cards for authorization
- .issue room keys and direct guests to their rooms
- .maintain clear and accurate records of guest room bookings
- .listen and respond to guest queries and requests both in-person and by phone
- .provide accurate information about local attractions and services
- .process accurate payment of guest accounts
- .inform housekeeping when rooms have been vacated and are ready for cleaning
- .monitor visitors to the hotel
- .enforce rules and policies of the hotel
- .maintain a neat and orderly front desk and reception area.

EDUCATION

Degree/Course	Institute/ College	University/ Board	Percentage/ CGPA	Year of Passing
BBA	IES college of education	BU bhopal	A	2016
Higher secondary	SNV school khaniyadhana	MP board	B	2013
Highschool	SNV school khaniyadhana	MP board	B	2011

STRENGTHS

Honest, punctual, polite, multitasking and able to work under pressure.

AREAS OF INTERESTS

Administration management and guest service management.

PERSONAL DETAILS

Address	Ward no. 1, Retgoi mohalla, PO - khaniyadhana, dstr - shivpuri. Khaniyadhana, MP, 473990
Date of Birth	08/12/1995
Gender	Male
Nationality	Indian
Marital Status	Single
Languages Known	English, Hindi and Urdu.

DECLARATION

I hereby declare that all the details furnished here are true to the best of my knowledge and belief.

Shoeb khan