

Shoeb khan

shoebkhan115@gmail.com

8516914348,9755977954



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 SKILL

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 SKILL

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 service

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

Oct-2019 - Till Today

HOTEL DECENT

Front office executive

Main Job Duties and Responsibilities :-

Same as previous job.

EDUCATION

| Degree/Course | Institute/College | University/Board | Percentage/CGPA | Year of Passing |
|------------------|--------------------------|------------------|-----------------|-----------------|
| HIGH SCHOOL | SHRI NANDISHWAR SCHOOL | MP BOARD | B | 2011 |
| HIGHER SECONDARY | SHRI NANDISHWAR SCHOOL | MP BOARD | B | 2013 |
| BBA | IES COLLEGE OF EDUCATION | BU, BHOPAL | A | 2016 |

STRENGTHS

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

AREAS OF INTERESTS

Administration management and guest service management.

PERSONAL DETAILS

Address Ho. No. 145, ward no. 1, retgoi mohalla, Khaniyadhana, dist - shivpuri, MP
Khaniyadhana, MP, 473990

Date of Birth 08-12-1995

Gender Male

Nationality Indian

Marital Status Single

Languages Known HINDI AND ENGLISH

DECLARATION

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

