



## WASEEM HAIDER

Green Gift Building Satwa Dubai  
+971506837491  
engrw.haider12@gmail.com  
23/06/1994

### OBJECTIVE

My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

### SKILLS

- Proficiency in using front desk software and Microsoft Office programs, including Word and Excel.
- Attention to detail and accuracy in handling financial transactions and maintaining records.
- Ability to work independently and as part of a team, including collaborating with colleagues to ensure guest satisfaction.
- Experience with multi-line phone systems and front desk operations.
- Strong customer service and communication skills, including the ability to communicate effectively with a diverse range of guests and colleagues.
- Proficiency in using front desk software and Microsoft Office programs, including Word and Excel.
- Excellent organizational skills, including the ability to multitask, prioritize, and manage time effectively.

### LANGUAGE

- Language Skills: • Urdu -- Native Tongue(reading & writing skills)
- English – Advanced (reading & Writing)

### EXPERIENCE

#### 12/01/2022 - Still Working Transguard Group

Receptionist

##### Description:

Working as a Receptionist in Dubai Mall, also have experience of Computer operator, Key Control officer issuing keys and passes to contactor and making reports also some time working as BMS operator in Dubai mall as per need.

1. Greet and welcome visitors, determine their purpose of visit, and direct them to the appropriate person or department.
2. Answer and route incoming phone calls, take messages, and provide information to callers.
3. Schedule appointments and maintain the calendar for the office.
4. Order office supplies and maintain inventory levels.
5. Assist with administrative tasks as needed.
6. Maintained the filing system and database.

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#### 15/05/2019 - 22/12/2021

#### Park View (Hotels and Restaurant)

Front Desk Officer

1. Welcomed guests and provided exceptional customer service, including managing check-ins and check-outs, answering questions, and resolving concerns.
2. Maintained accurate records of room reservations, occupancy rates, and other important data.
3. Handle all front desk administrative tasks, such as checking guests in and out, maintaining accurate records, and managing cash and credit card transactions.
4. Assist with room reservations and coordinate with housekeeping and maintenance to ensure guest satisfaction.
5. Handle incoming calls and emails, route them to the appropriate department or individual, and provide timely and accurate information.
6. Maintain a neat and organized front desk area and assist with other duties as assigned.

### EDUCATION

**2017 University of Sargodha**  
BSc Engineering  
70%

**2012 Bise Multan Board**  
FSc (Pre Engineering)  
65%

**2010 Bise Rawalpindi Board**  
Metric (Science)  
63%

### ACHIEVEMENTS & AWARDS

- Member of Pakistan Engineering Council PEC #84540
- TRIZ level 1 certified
- Certificate of Appreciation by Director PIET on winning the football tournament
- Runner-up Award winner in Innovative competition of engineers at NFC IET

## CERTIFICATION

- Risk Assessment and Management
- MS Office (Word & Excel)
- Triz Level 1
- Customer Services
- Basic Fire Fighting and First Aid

## SEMINARS ATTENDED

- Opto-electronics and optical fiber
- NGN network, IOT WSN
- SOC (System on Chip)