



About Me

Seeking a long-term opportunity in an industry where I can utilize my knowledge and interpersonal skills. Having a graduation in Airline Tourism and Hospitality Management with an extremely analytical mind.



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Abu Dhabi

LANGUAGE

- English
- Tamil
- Malayalam
- Arabic
- Hindi

SOFTWARE SKILLS

- MS-Office
- Operating System (Windows XP, Windows 7 and 10)
- Galileo Reservation System
- customer service
- IDS FORTUNE NEXT

DECLARATION

"Hereby declared all the information's above are true to the best of my knowledge and belief".

SHAKEEB PM

CUSTOMER SERVICE

EXPERIENCE

Rainbow Hotel Apartments (UAE)

Front Office Receptionist

2020 - Pursuing

- Make And Confirm Reservations For Guests
- Confirm Relevant Guest Information
- Liaise With Necessary Staff Including Housekeeping And Maintenance To Address Any Problems Or Complaints Made By Guests
- Issue Room Keys And Direct Guests To Their Rooms
- Provide Accurate Information About Local Attractions And Services
- Maintain A Neat And Orderly Front Desk And Reception Area

Interglobe Technologies (INDIA)

Process Associate

2016 - 2018

- Booking creation of Accor Hotels
- Data entry

EDUCATION

BACHELOR DEGREE - 2015

Airline Tourism and Hospitality Management
Punjab Technical University, Jalandhar

Plus Two

Kerala University
2011-2012

STRENGTH

- Customer Service Skill
- Team work
- Punctuality
- Analytical and problems solving skill
- Communication skill
- Quick learner