



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

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 (Managable)
- 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".