



Soohan Dilber

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ABOUT ME

A versatile and detail-oriented operations professional with over 4 years of cross-industry experience in hospitality, banking, and administration. Currently excelling as a Night Auditor at Marina View Hotel Apartment, Dubai—ensuring seamless overnight front-desk operations, accurate financial reconciliation, enhanced guest services, and effective security oversight.

Previously served as Operations Manager at HBL and Branch Service Officer at UBL, managing high-volume cash transactions, regulatory compliance, and process improvements that elevated operational efficiency and customer satisfaction. Armed with a BS in Information Technology, supplemented by certifications in Microsoft Office, AI, digital marketing, risk management, and night audit procedures.

Driven by an analytical mindset and a passion for leveraging technology, I consistently enhance operational accuracy, efficiency, and service quality in high-pressure environments.

WORK EXPERIENCES

NIGHT AUDITOR at Marina View Hotel Apartment

Ahmad Alagbari Chattered Accountants [04 Dec 2024 – to date]

City: Dubai

Country: United Arab Emirates

- Managed overnight front desk operations, including guest check-ins/outs and customer service.
- Conducted daily financial audits and reconciled all transactions, ensuring accuracy of guest folios and reports.
- Generated end-of-day financial and occupancy reports for hotel management.
- Monitored property security systems and ensured guest safety during night shifts.
- Handled reservations, cancellations, and coordinated with housekeeping for room readiness.
- Resolved guest issues and complaints promptly to maintain service standards.
- Processed payments, credit card authorizations, and handled cash balancing.
- Maintained accurate logs of nightly activities, incidents, and shift handovers.
- Assisted with administrative tasks including record updates and reporting maintenance issues.
- Supervised night staff and ensured smooth hotel operations during overnight hours

OFFICE ADMIN

Silvin General Trading LLC (SGT) [27 Oct 2023 – 30 Nov 2024]

City: Dubai

Country: United Arab Emirates

- Answered calls, managed correspondence, and greeted visitors professionally.
- Handled cash transactions and balanced daily totals accurately.
- Maintained office supplies, filing systems, and organized meetings and travel arrangements.
- Prepared and edited reports, documents, presentations, and meeting agendas.
- Managed incoming/outgoing mail, emails, and maintained contact databases.
- Supported senior management with calendar management and task prioritization.
- Took meeting minutes and ensured timely distribution.
- Entered data, maintained records, and ensured accurate documentation.
- Assisted in project coordination, interdepartmental communication, and deadline tracking.
- Responded to customer inquiries and resolved administrative issues efficiently.

OPERATION MANAGER

Habib Bank Limited (HBL) [5 Jan 2023 – 17 Aug 2023]

Country: Pakistan

- Oversaw daily operations including loan, deposit, and customer service processing
- Ensured regulatory compliance and successful audit outcomes
- Managed team recruitment, training, and performance reviews
- Introduced process improvements that increased efficiency and cut costs
- Collaborated with IT and compliance teams for system updates and launches
- Monitored fraud risk and operational KPIs, maintaining high service quality
- Ensured compliance with internal controls and anti-money laundering procedures.
- Coordinated with departments to support smooth cash operations.
- Identified and reported discrepancies or suspicious activities to management.

BRANCH SERVICE OFFICER

United Bank Limited (UBL) [28 Oct 2022 – 30 Dec 2022]

Country: Pakistan

- Delivered exceptional customer service by assisting with deposits, withdrawals, and account inquiries.
- Promoted bank products and identified cross-selling opportunities.
- Accurately processed financial transactions in compliance with bank policies.
- Opened and closed accounts following regulatory procedures.
- Resolved customer issues efficiently and professionally.
- Performed administrative tasks including data entry, filing, and document scanning.
- Supported compliance with banking regulations and internal controls.
- Participated in ongoing training to enhance product knowledge and service delivery.

TELLER

HBL Microfinance Bank Limited (HBL MFB) [8 Dec 2020 – 27 Oct 2022]

Country: Pakistan

- Greeted and assisted customers, providing information on bank products and services.
- Processed deposits, withdrawals, transfers, and handled various payment forms.
- Balanced cash drawers and prepared daily reconciliations.
- Resolved customer issues and supported online banking setup.
- Ensured compliance by following bank policies and verifying customer identities.
- Monitored and reported suspicious activities to appropriate authorities.

EDUCATION AND TRAINING

BS Information Technology

Shaheed Benazir Bhutto University [1 Jan 2016 – 30 Dec 2019]

Address: 67450, Near Landhi Stop Sakrand Road, Shaheed Benazirabad, Sindh, Pakistan.

CERTIFICATES AND COURSES

- **Udemy:** Mastering End of Day / Night Audit from Basic to Advanced, Risk Management: Hazard Identification & Risk Assessment
- **Microsoft Office Specialist:** Word & PowerPoint
- **Coursera:** IT Security: Defense Against the Digital Dark Arts, Introduction to AI, Google AI Essentials, Maximize Productivity with AI Tools, Using AI as a Creative/Expert Partner, Discover the Art of Prompting
- **DigiSkills by Virtual University:** Freelancing, Graphic Design, SEO, AutoCAD, Digital Marketing

Developed a strong foundation in productivity tools, digital creativity, online marketing, and emerging AI technologies.