

# ATIF MUMTAZ.

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## OBJECTIVE

A focused and dependable individual with a proven track record in the hospitality field and in new employee training initiatives, document control and planning activities related to travel and events coordination. Recognized for a bachelor's in commerce and outstanding interpersonal, client and professional communication abilities. Actively seeking job prospects and looking forward to expanding my knowledge and skills in a suitable organization.

## LANGUAGE SKILLS

Advanced Proficiency in English, Urdu, and Conversational in Arabic.

## PERSONAL TRAITS & SKILLS.

- ☛ Strong interpersonal communication skills.
- ☛ Ability to work independently and adapt to team environments as well.
- ☛ Thorough knowledge about reception administration and management in hotels.
- ☛ Capability of performing multiple functions and be accountable for its successful execution.
- ☛ Ability to work in a timely manner.
- ☛ Can work under pressure and meet deadlines.
- ☛ Possess effective organizational and management skills.
- ☛ Strong complaint resolution, customer service and record-keeping capabilities.
- ☛ All hotel related software (INSPIRE Hotel Software, OPERA PMS (5.6), VICAS Ereg SYSTEM manage all daily reports from opera and maintain accuracy in CID police system.).
- ☛ Currently working as acting Night Shift In charge at Wyndham Garden hotel Ajman.
- ☛ Proficient in Microsoft Office Suite.

## **WORK EXPERIENCE**

### **Guest service Agent and Acting Night Shift In charge-Wyndham Garden Ajman corniche. OCT 2022- present**

- Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information. Process guest check in check outs and handle all cashier related queries.
- Welcomed all customers with friendly greetings, answered general questions, gathered nature of visit, and directed to specific offices.
- Received, recorded, and organized incoming messages, both paper and electronic.
- Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.
- Welcomed all customers with friendly greetings, answered general questions, gathered nature of visit, and directed to specific offices.
- I have been working as acting Night shift in-charge for last 9 months.

### **Admin and Receptionist - Maaeen Hotel, Dubai - UAE May2015 – May 2019.**

Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.

- Welcomed all customers with friendly greetings, answered general questions, gathered nature of visit, and directed to specific offices. ○
- Received, recorded, and organized incoming messages, both paper and electronic.
- Organized appointments and interviews.
- Followed up attendance and departure of employees from the hotel to organize the process of transferring calls or receiving visitors or to answer the Director General when inquiring about one of them.
- Produced reports and presentations for senior management. ○ Maintained records of room availability and guests' accounts, manually or using computers.
- ○ Computed bills and collected payments from guests. ○ Performed bookkeeping activities, such as balancing cash accounts.
- ○ Operated general office machines to include personal computer, photocopier machine.

- Sorted, received, and distributed mail correspondence between departments and personnel.
- Planned coverage needs and organized services to support incoming special events.
- Reported facility and room maintenance problems to appropriate personnel for immediate remediation.

**Project Manager - Eskay Enterprises, Pakistan**

**2009 – 2013**

- Worked in call centre inbound UK CAB service.
- Worked in call centre as Project Manager: business to business online marketing strategy for international trade (UK and Canada motor claims and personal injury insurance claims).
- Worked in e-commerce business (credit card processing and online trading), working with B2B international trade as appointment setter, lead generation, customer support, cold calling for out bound international projects and telemarketing.

**EDUCATION**

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|--------------------------------------------------------------------------|------|
| Advanced certificate in English<br>Pusat Bahasa Semporna – Malaysia      | 2014 |
| Bachelor' s in commerce<br>Federal govt commerce college Islamabad H.8/4 | 2006 |
| Intermediate in Commerce                                                 | 2004 |
| H.S.S.C<br>Rawalpindi board– Pakistan                                    | 2002 |