

# DANISH SALEEM

## Customer Service Assistant

+971501969212 @ danishsam27@yahoo.com  
linkedin.com/in/danish\_saleem Valid UAE Driving License Holder  
Dubai, united Arab Emirates ☆ Visa Status: Employment Visa



### EXPERIENCE

Customer Service Assistant 12/2021 - Present  
Fakeeh University Hospital Dubai, U.A.E

- Team Leadership:** Supervise and train customer service staff to ensure high standards of service delivery and maintain a positive work environment.
- Patient Engagement:** Act as the primary point of contact for patient inquiries, addressing concerns and providing solutions to enhance overall patient satisfaction.
- Process Improvement:** Analyze customer feedback and service metrics to identify areas for improvement, implementing effective strategies to enhance service quality.
- Collaboration:** Work closely with various departments to ensure seamless communication and coordination in delivering exceptional patient care.
- Complaint Resolution:** Manage and resolve escalated patient complaints efficiently and professionally, ensuring timely follow-up and documentation.
- Reporting:** Prepare and present regular reports on customer service performance, trends, and feedback to senior management for continuous improvement initiatives.

Front Office Assistant 04/2019 - 06/2020  
Millennium Al Barsha Hotel Dubai, U.A.E

- Guest Check-In/Check-Out:** Facilitate the smooth check-in and check-out process for guests, ensuring accuracy in billing and addressing any special requests.
- Customer Service:** Provide exceptional customer service by addressing guest inquiries, resolving issues, and ensuring a welcoming and pleasant experience.
- Reservations Management:** Assist in managing room reservations, coordinating with other departments to ensure availability and special requests are met.
- Front Desk Operations:** Maintain the front desk area, including managing phone calls, emails, and guest messages in a professional and efficient manner.
- Information Dissemination:** Provide guests with information about hotel services, local attractions, and transportation options, enhancing their overall stay.
- Record Keeping:** Ensure accurate documentation of guest information and transactions, maintaining confidentiality and compliance with hotel policies.

Concierge Agent 02/2014 - 04/2019  
Jebel Ali Hotels & Resorts | JA The Resort Dubai, U.A.E

- Guest Assistance:** Provide personalized concierge services to guests, including making reservations for dining, spa treatments, and local attractions.
- Information and Recommendations:** Offer expert knowledge on local attractions, events, and activities, helping guests to plan their stay and enhance their experience.
- Transportation Coordination:** Arrange transportation for guests, including airport transfers, car rentals, and shuttle services, ensuring timely and efficient service.
- Problem Resolution:** Address and resolve guest inquiries and concerns promptly, ensuring a high level of satisfaction and maintaining a positive guest experience.
- Event Planning Support:** Assist guests with planning and coordinating special events, such as celebrations, tours, or business meetings, ensuring all details are executed smoothly.
- Collaboration with Departments:** Work closely with other hotel departments, such as front office and housekeeping, to ensure seamless service delivery and communication for guest needs.

Concierge Agent 04/2013 - 01/2014  
Miramar Al Aqah Beach Resort Fujairah, U.A.E

- Guest Services:** Provide exceptional concierge services by assisting guests with requests, including dining reservations, activity bookings, and special arrangements.
- Local Expertise:** Share knowledge about the resort and surrounding areas, offering recommendations for attractions, excursions, and cultural experiences to enhance guests' stays.
- Transportation Coordination:** Organize transportation needs for guests, including airport transfers, car rentals, and local transport options, ensuring a seamless experience.
- Problem Solving:** Address guest inquiries and resolve issues efficiently, maintaining a high level of customer satisfaction and promoting a positive atmosphere.
- Event and Activity Planning:** Assist guests in planning special events, celebrations, and recreational activities, coordinating with relevant departments to ensure all details are managed effectively.
- Communication and Collaboration:** Work closely with the front office and other hotel departments to relay guest preferences and special requests, ensuring personalized service delivery.

### SUMMARY

Experienced Assistant Customer Service Manager with a proven track record of enhancing customer satisfaction and leading high-performing teams. Skilled in resolving issues and implementing process improvements to drive efficiency. Strong communicator dedicated to building positive relationships and fostering a culture of continuous improvement, committed to exceeding customer expectations and upholding organizational standards in fast-paced environments.

### KEY ACHIEVEMENTS

#### Customer Satisfaction Improvement

Enhanced customer satisfaction scores through targeted staff training and improved service processes across multiple departments

#### Operational Efficiency

Streamlined front office operations, significantly reducing check-in/check-out times and improving average response times to customer inquiries.

#### Enhanced Guest Experience

Curated personalized experiences for guests, leading to an increase in positive reviews and repeat bookings

#### Safety and Compliance

Achieved full compliance with health and safety standards during audits, contributing to a safer environment for both guests and staff

### SKILLS

Customer Relationship Management (CRM) Software, Data Analysis, Process Improvement Techniques, Conflict Resolution, Performance Metrics Monitoring, Reporting and Documentation, Reservation Management Systems, Microsoft Office Suite, Customer Service Protocols, Cash Handling and Billing Systems, Front Desk Operations, Communication Systems (Phone, Email), Multitasking and Time Management, Data Entry and Record Keeping, Reservation Systems for Dining and Activities, Communication Skills, Problem-Solving Techniques, Negotiation Skills, Cleaning and Sanitization Protocols, Inventory Management (Supplies and Linens), Time Management, Safety and Health Standards Compliance, Maintenance Reporting Systems, Record Keeping (Room Status Updates)

EXPERIENCE

Housekeeping Room Attendant

05/2011 - 08/2013

JA Ocean View Hotel Jumeirah Beach

Dubai, U.A.E

- Room Cleaning:** Perform thorough cleaning and sanitization of guest rooms and bathrooms, ensuring a high standard of cleanliness and presentation.
- Bed Making:** Change bed linens and make beds according to hotel standards, ensuring comfort and cleanliness for each guest.
- Restocking Supplies:** Replenish guestroom supplies, including toiletries, linens, and beverages, maintaining adequate stock levels for guest convenience.
- Maintenance Reporting:** Identify and report any maintenance issues or damages in guest rooms or public areas to the housekeeping supervisor for prompt resolution.
- Guest Interaction:** Provide friendly and professional service by addressing guest requests or inquiries regarding room amenities or hotel services.
- Adherence to Standards:** Follow established cleaning protocols and safety guidelines to ensure compliance with health and hygiene regulations, contributing to a safe and welcoming environment.

EDUCATION

Secondary School Certificate

2009

Board of Intermediate & Secondary Education

Pakistan

DECLARATION

I hereby declare that the information provided in this resume is true and accurate to the best of my knowledge. I understand that any false information may result in disqualification from the recruitment process or termination of employment if discovered after hiring.

DANISH SALEEM

LANGUAGES

English	Advanced	<div><div></div><div></div><div></div><div></div><div></div></div>
Urdu/hindi	Proficient	<div><div></div><div></div><div></div><div></div><div></div></div>