



Aliyoon Shakeel Ahmed

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ABOUT ME

I am an enthusiastic, self-motivated, reliable, responsible, and hard-working person. I am a mature team worker and adaptable to all challenging situations. I can work well both in a team environment as well as using my own initiative. I can work well under pressure and adhere to strict deadlines. And ensuring customer satisfaction, enjoyment, and safety through diligent ride management. Using excellent communication abilities with meticulous attention to accuracy for smooth running amusement operation.

WORK EXPERIENCE

Recreation Attendant and Receptionist

Al Bandar Rotana and Al Bandar Arjaan by Rotana Hotels an Appartements [07/12/2021 – Current]

City: Dubai

Country: United Arab Emirates

- Manage Spa bookings and cancellations by using **Fresha** software as per the company standard.
- Manage the timings of therapist to run operation smoothly.
- Perform all cashiering function as per the company standard and hand.
- Always offer an alternative if a request service is unavailable.
- Welcome and acknowledge all guest according to company standard.
- Ensure swimming pool (**Adults and Kids**) and the complete fitness center is are clean at any time and report any maintenance.
- Ensure the pool deck is swept and watered down and that all furniture is in the correct place.
- Provide guest assistance on arrival to bodylines.
- Be aware of possible situations where guests are not be able to safely participant in any activity and inform supervisor/manager.
- Be the difference attitude to be displayed at all the times. Providing memorable moments and exceeding guests.
- Providing information to guest about available recreation facilities and activities.
- Clean and maintain recreational equipment and supplies.
- Assist with potential new member, giving a complete tour of the facility and being fully conversant with all prices and facility details of the club.
- Keep all members detail in system according to company standard.
- Manage the opera to check the guest or room details.
- Manage the payments of members and walk-in users in the micros system.
- Observe high standard of personal hygiene.

Receptionist

Eye Center [05/02/2020 – 28/01/2021]

City: Islamabad

Country: Pakistan

- Took inbound and outbound calls up to 50+ clients/patients for an appointment by using company software and online by using (**Oladoc.com**) website.
- Acted as a liaison between the company and its clients.
- Use strong product knowledge and problem -solving skills to assist clients with their concerns.
- Ensured accuracy of data keeping of all regular clients or taking information of new clients for the next.
- Maintain relationship with supplier and both internal and external clients.
- Keep all receipts of medicines in the computer system for records.

Customer service representative

Ace Solutions [03/02/2019 – 30/01/2020]

City: Islamabad

Country: Pakistan

- Assist 100+ customers per day, providing successful solutions in a polite manner using active listening to ensure customer retention.
- Maintain strong company product service knowledge to better assist customers with concerns, questions, and general education.
- Record all customers' names and contact information in an orderly fashion by utilizing a spreadsheet and other company software.
- Answer calls by utilizing the company's call management system and other software.
- Train new employees in data entry how to converse with customers and new technologies.
- Ensure accuracy of data by keeping track of all customers calls via spreadsheet and company software.

EDUCATION AND TRAINING

High Secondary School (ICS in Statistics)

Global College Of Sciences [06/02/2019 – 01/03/2021]

City: Rawalpindi

Country: Pakistan

Website: globalcollegeofsciences.edu.pk

Secondary School (Matriculation in Computer Science)

F.G Public School No 1 Tariqabad [12/12/2017]

City: Rawalpindi

Country: Pakistan

LANGUAGE SKILLS

Mother tongue(s): **Urdu**

Other language(s):

English

LISTENING C1 READING C2 WRITING C2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office / Computer softwares / Word Excel / Power Point / Opera / Micros / Outlook / Accounting / customer focused (customer care - customer intimacy- customer satisfaction) / Positive Orientation / Team Work / Time Management / Multi Tasking / Communication / Operational Decision Making / Problem Solving / Leadership / Organizational / Taking responsibility's / Self development

CERTIFICATION

First Aid

[28/02/2022 – 28/02/2025]

1. Highfield **Level 3** International Award in Emergency First Aid at Work (**DCAS**)
2. **DCAS Permit No:** T12011
3. **Certificate No:** FA5385144

Fire Safety

[22/04/2022 – 22/04/2024]

1. Al Salama Fire Safety Fundamentals and Proper Use of Fire Extinguisher (**Level 1**)
2. **License No:** 741949
3. **Serial No:** ASFS-35995

Advance Telephone Technique (Connecting You)
