

Amit Saini

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Professional Summary

Experienced and results-driven Guest Operations Team Leader with over 4 years of experience in administration, team management, and customer support across various industries. Proven ability to lead teams, enhance guest experiences, and implement operational improvements. Strong background in guest services, staff supervision, and operations management. Seeking to leverage my skills in guest operations leadership at Dubai Holding Entertainment.

Work Experience

Team Leader - Administration & Management

Jay Ambey Traders, Chirawa 04/2022 – 06/2024 (2 Years and 2 Months)

- Supervised and coordinated a team of staff members, ensuring seamless daily operations.
- Managed administrative duties including Documents control, scheduling, inventory control.
- Enhanced operational efficiency by implementing streamlined processes for inventory and staff management.
- Ensured safety and compliance protocols were consistently followed by all team members.
- Provided ongoing training and performance evaluations, improving staff productivity and teamwork.
- Assisted in guest relations, resolving customer inquiries and complaints efficiently.

Guest Operations & Customer Support Administrator

Shree Vinayak Hotel, Chirawa 03/2020 – 03/2022 (2 Years)

- Delivered top-notch guest services, overseeing check-in/check-out procedures and guest inquiries.
 - Managed guest reservations and handled escalated customer service issues with a focus on guest satisfaction.
 - Collaborated with cross-functional teams to enhance guest experiences and implement improvement initiatives.
 - Coordinated staff schedules to optimize service levels during peak periods and special events.
 - Maintained accurate records of guest feedback, identifying key areas for service improvements.
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Skills

- **Customer Service Excellence**
 - **Team Leadership & Management**
 - **Guest Experience Enhancement**
 - **Problem-Solving & Conflict Resolution**
 - **Operational Efficiency**
 - **Staff Training & Development**
 - **Queue Management & Crowd Control**
 - **Feedback Collection & Analysis**
 - **Safety & Compliance Adherence**
 - **Administrative Operations**
 - **Communication & Listening Skills**
 - **Scheduling & Shift Coordination**
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Education

Bachlore of science (Mathematics)	Rajasthan PG,college,Chirawa	2020
Master's	Shekhawati university, Sikar	2022

Certifications

- Excellence award for administration and customer support
 - Certified in MS office Suites(Office,Excel,Powerpoint,Outlook)
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Personal Details

- Nationality: Indian
- DOB- 06-April-1999
- Languages: English & Hindi
- Availability: Available in Dubai on visit visa.