

ISHFAQ AHMAD

Guest Operations Executive | Hospitality Enthusiast & Guest Experience Specialist
2+ Years Experience Dubai, UAE | +971 55 560 8192 | comboid045@gmail.com

Professional Summary

Detail-oriented Guest Operations Executive with 2+ year experience in hospitality and vacation rental management. Skilled in Guest Relations, Booking coordination, Housekeeping supervision, Financial reporting and Handle check-ins and check-out. Adept at handling reservations across multiple platforms (Booking.com, Airbnb, Agoda, Expedia), resolving guest complaints and ensuring smooth check-ins. Strong organizational abilities in inventory management, property management systems, team coordination and front desk operations.

Work Experience

Guest Operations Executive

Qstay vacation and homes rental llc, Dubai | April 2024 - Present now

- Manage end-to-end "Guest operations" ensuring smooth check-ins, check-outs, and 24/7 support.
- Performing inbound and outbound calls to assist the customer with past, current and future bookings.
- Centralizes booking, check-ins, housekeeping schedules and issue invoices for guests stays, ensuring accurate billing and also handle front desk operations.
- Handled reservations from Booking.com, Airbnb, Agoda, and Expedia, assigning bookings and sending check-in instructions.
- Follow up and get up to date with guest's feedback/ complaints on booking channels (Email/WhatsApp/ Airbnb/Booking.com. etc)
- Resolving guest inquiries, concerns, and complaints promptly and professionally, ensuring guest satisfaction.
- Send guest IDs/passports and information to the building management to ensure smooth registrations process.
- Follow up/ collect and record payment, report cash movements and work in close collaboration with the Finance team to ensure timely reporting of all transactions.
- Conducted room inspections with the housekeeping team.

Guest Relations

Qstay vacation and homes rental llc, Dubai | Oct 2023 - April 2024

- Welcoming guests personally with a smooth check-in and friendly greeting.
- Acted as the primary point of contact for guests, ensuring a seamless check-in check-out process.
- Greet guests warmly, assist with luggage handling, and escort them to rooms.
- Deliver messages, packages, and room service items promptly.
- Coordinate with front desk and housekeeping to ensure smooth operations.
- Provide local information and recommendations to enhance guest experience.
- Assist with valet parking and transportation arrangements when needed.
- Cash handling and collaborate with finance team

Education background

Higher Secondary School Certificate (HSSC)

Diplomas & Certifications

- Diploma in information technology
- Hospitality Management

Skills

- Customer service & Guest Relations
- Property Management systems
- Communication & interpersonal skills
- Problem-solving & crisis management
- Time Management & Multitasking
- Technology & software proficiency
- Sales & Upselling
- Team collaborations

Software Proficiency

- Guesty & Hostaway
- CRM HubSpot & Zoho
- Microsoft Office
- Stripe & PayPal
- Google workspace
- Guesty Financial

Languages

- English - Proficient
- Urdu - Native
- Hindi - Native
- Pashto - Native

License & Certification

UAE driving license (light vehicle)