

AZEEM NAVEED



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Summary: Detail-oriented Guest Service Agent with a passion for delivering exceptional customer experiences. Proven track record of efficiently handling check-ins, check-outs, and guest inquiries with professionalism and courtesy. Dedicated to ensuring guest satisfaction and contributing to a positive hotel atmosphere

Experience

DRIVER | LUXURIOUS SALAM EVENTS & TOURISM SERVICES | DUBAI

2023 – APRIL 2024

As a Driver in a hotel setting, I am responsible for providing safe and efficient transportation services for guests to and from designated locations such as airports, train stations, and local attractions. With a focus on punctuality and professionalism, I ensure guests reach their destinations comfortably and on time. Additionally, I maintain cleanliness and upkeep of the hotel vehicle, while also assisting with luggage handling and offering friendly assistance and local insights to enhance the guest experience.

GUEST SERVICE AGENT | EMAAR VIDA HOTEL | DUBAI

2021 - 2023

As a Guest Service Agent, I consistently deliver exceptional customer service experiences by warmly welcoming guests, efficiently handling check-ins and check-outs, and addressing any inquiries or concerns promptly and courteously. With a keen attention to detail, I ensure accurate billing and payment processing, while also maintaining a tidy and inviting lobby area. My strong communication skills enable me to effectively liaise with other hotel departments to coordinate guest requests and ensure seamless service delivery. Dedicated to exceeding guest expectations, I strive to create a positive and memorable stay for every visitor.

GUEST SERVICE AGENT | THE S HOTEL | DUBAI

2019 - 2021

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Skills

- Team player
- Excellent time management skills
- Conflict management
- Public speaking

PERSONAL DETAILS

INTERMEDIATE, FSC | PUNJAB GROUP OF COLLEGE | MAY 2012

LANGUAGES CAN SPEAK - ENGLISH | HINDI | URDU

NATIONALITY – PAKISTAN

DOB – MARCH 1992