



Contact

Phone

+971 501359625

Email

hainhtuthwh@gmail.com

Address

Deira, Dubai, UAE

Education

2013 - 2019

Bachelor of Engineering

Myanmar Maritime University

2024

Advanced English - C1 Level

EF SET Certificate

2024

Microsoft Excel

Macquarie University (Coursera)

Expertise

- Customer Service
- Organized Skills
- Opera PMS
- Hotelogix PMS
- Multitasking Skills
- Problem-Solving
- Active Listening
- Microsoft Office

Language

English (Fluent)

Japanese (Basic)

Burmese (Native)

HAIN WIN HTUT

Guest Service Associate

I am a front desk receptionist with 2 years of experience and 2 years of experience as customer service representative at MNC company at my home country. Moreover, I have some hotel receptionist experience at a 3-star hotel in Dubai, UAE. I am a quick and fast-learner with positive attitude, maintaining professional demeanor and achieving customer satisfaction.

Experience

2019 - 2021

Merchant Art Hotel | Yangon, Myanmar

Front Desk Receptionist

Key Responsibilities

- Greeting local or international guests to the hotel and handling check-in process.
- Assigning rooms and room keys to guests whether walk-in or booking by using PMS system.
- Answering reservation phone calls from guests and making reservations by using PMS system.
- Providing necessary amenities such as WIFI password or breakfast time to the guests.
- Handling phone calls from guests related to room's service requests or housekeeping requests.
- Keeping guests' profiles in PMS system upon their stay.
- Ensuring smooth check-out process by confirming payment and their IDs with them.

2021 - 2023

Weather News Inc. | Yangon, Myanmar

Customer Service Representative

Key Responsibilities

- Providing the best recommendation route based on customer's requirements and comply with the company policy.
- Negotiating with customers why my suggestion is the best scenario based on weather forecast data and overall efficiency.
- Resolving customer issues promptly, maintaining a high level of customer satisfaction.
- Assisting data-entry and cleansing operation to support overall voyage audit report.

2024 May (Trial)

Landmark Plaza Hotel | Dubai, UAE

Front Desk Receptionist

Key Responsibilities

- Greeting guests at reception desk and confirming booking vouchers and names.
- Confirming guests bookings in the PMS system as well as arrival books.
- Making reservation in the system and issuing room keys for guests.
- Inputting guests information by asking them their IDs and passports into the system.
- Confirming registration forms with guests for successful check-in process.
- Handling check-out process and confirming their IDs or passports with them.
- Collecting cash payment or mobile banking transactions by using POS device.
- Answering external or internal phone calls and transfer to correct departments or answering with good phone etiquette as well as arranging the correct departments to do the customer's request.
- Ensuring the clean and tidy workspace at the reception.
- Doing administrative tasks such as filling up staplers, putting papers into printer and arranging reception papers according to company policy.