

+ 971- 501164595

Irfankhokhar_22@yahoo.com

Mirdiff Hills Villas and
Apartment Dubai UAE

linkedin.com/in/Irfan
Khokhar

EDUCATION

Bachelors (B.A)

KEY SKILLS

Microsoft Office

Hotsos system

Supervision & Leadership

Problem solving

Communication & PR

Development & Training

Negotiation Skills

Time & Budget

Management

Administration

AWARDS

Long Service Award

INTERESTS

Socializing

Cricket

Basketball

Travelling

Reading & Music

Languages

English (Fluency)

Urdu Hindi (Native)

Arabic (Reading)



Irfan Khokhar

Assistant Manager / Document Controller / Customer Services

CAREER OBJECTIVE:

An experienced, passionate & innovated administrator Assistant GuestService Manager with multitasking expertise in directing and enhancing administrative procedure by providing full support to ensure delivery of an excellent customer experience.

PROFESSIONAL EXPERIENCE :

Residences Assistant Manager
Jumeirah International Group
Zabeel Saray , Palm Jumeirah , Dubai , U.A.E
May 2019 - Sep 2021

- Schedule and coordinate meetings, appointments, and travel arrangements for guest
- Maximizing Guest Satisfaction by effectively handling guest feedbacks
- Trained colleagues to ensure attention to detail and adherence to company policy
- Maintain utmost discretion when dealing with sensitive topics
- Ensuring expenses are in line with the budget assigned for the department
- Overall ensuring a healthy and friendly atmosphere for the staff resulting in maximum productivity

Supervisor
Jumeirah International Group
Zabeel Saray , Palm Jumeirah , Dubai , U.A.E
Jan 2011 - Apr 2019

- Handling the complete Arrival and Departure process. (Pre-Arrival till Post Departure) Managing a team of 20-25 butlers and making sure all the guests' needs are met and the guests are satisfied .
- Opened, sorted, and distributed incoming emails and correspondence.
- Purchased and maintained office supply inventories, and being careful to adhere to budgeting practices
- Providing training to the colleagues and keeping them updated with the latest information
- In charge of the roster, payroll and store for the residences, ordering and requisitioning items that are required as per the standards Ø Making pre-arrival arrangements for the guest by knowing their preferences likes and dislikes

Certificates

**Butler Training &
Workshop**

**First Aid CPR & AED
HACCP**

On Job Trainer

Departmental Trainer

Star of the Month

Top Up seller

Trip Advisor Reviews

**Guest Service Agent / Admin
/ Document Controller
Angsana / Banyan Tree
Dubai, UAE - Bahrain
Apr 2008 - Oct 2010**

- Prepare all Guest Services reports. Update guest history profiles, coordinate tracking of inventory and proper storage and pick up of equipment.
- To handle inquiries by phone or in person by providing appropriate information and ensuring that all request is followed to completion.
- Arrange tour booking and transportation, giving directions, resort information, flighttickets reconfirmation, and restaurant and room reservations.
- Correspondence letter drafting emails and follow-ups.
- Handle and logged customer complaints smoothly in order to reduce customer grievances if possible or report them to the manager