



## Leon James

Baniyas Square, Deira

Dubai

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(M) +971 54 738 8927

### SUMMARY OF QUALIFICATIONS

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Experienced Hospitality professional with over 15 years of experience in the Hotel and Travel industry. Excellent reputation for resolving problems and improving guest satisfaction.

#### Professional Skills

- Administered operational procedures to meet quality standards
- Excellent Communication in writing and speaking
- Preparing itineraries
- Allocations of Hotel accommodations
- Work knowledge of DTCM TD Portal
- IDS, Cheers, Hotelier & Hotsoft Software proficiency
- Good Team Member

### WORK EXPERIENCE

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#### In charge – Reservation & Revenue

January 2023 – Till date

**Three 888 Hotel**, Baniyas Square, Deira, Dubai, UAE

As In charge of reservation & Revenue, my responsibilities include managing online and offline Travel agents, corporate and Direct guest bookings. I handle arrivals, monitor competitors' rates, and update inventory accordingly. Additionally, I generate monthly forecast reports and analyze business performance accordingly.

#### Tour Operator

September 2021 – December 2022

**NB4 Holidays**, Cochin, Kerala, India.

My responsibilities as a Tour operator were to prepare tour packages and itineraries, as per clients' requirements. Coordination with B2C agents and Hoteliers.

#### Reservation Executive

November 2017 – September 2021

**Carnoustie Ayurveda wellness Resort and Spa**, Marari, Kerala, India

My responsibilities as a Reservation Executive handling hotel reservations and quote preparation for Ayurveda packages. Co-ordinate with Ayurveda doctors panel for email consultation.

### **Dynamic Hospitality Professional with a Decade of Excellence (2008-2017)**

With a career spanning from 2008 to 2015, I have accumulated over a decade of diverse hospitality experience, from Front Office Supervisor to Sales Executive roles. If needed, I am ready to submit these experience certificates upon request.

### **CERTIFICATIONS AND TRAINING**

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#### **People of Determination & Cultural Awareness**

Conquer Training & Development Center L.L.C, Dubai, UAE

Certified on 19th June '23

#### **Diploma in M.S Office**

CBIIT, Alleppey, Kerala, India

January 2010 – April 2010

#### **Certificate of Diploma in Hotel Management**

Jan Shikshan Sansthan, Under Ministry of Human Resource Development, Government of India

Certified in September 2007

#### **Industrial Exposure Trainee**

Renai Kappad Beach Resort, Calicut, Kerala, India

December 2006 – July 2007

### **EXTRACURRICULAR ACTIVITIES**

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#### **Volunteer**

#### **Leo XIII Higher Secondary School**

March 2005

- Attended National Social Service camp for a week

#### **Language Known**

- English (Fluent)
- Hindi (Intermediate)
- Malayalam (Fluent)

### **REFERENCES**

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#### **Mr. Madhu Gopal**

Founder and Managing director of NB4 Holidays

Corporate office, kathrikadavu, Kadavanthara, Cochin, Kerala, India, Zip code: 682017

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