



MUHAMMAD HASSAN

CONTACT

+971 52 75 18 237

Mdhassan1656@gmail.com

Duabi, UAE

SKILLS

- MS Office
- AutoCAD
- Adobe Photoshop
- CCTV Operator
- Public Relations
- Effective Communication
- Critical Thinking
- Digital Marketing

LANGUAGES

- English (Fluent)
- Urdu (Fluent)
- Arabic (Basic)

REFERENCE

Jannah hotel & Resort

Lahcen Albaba

Phone: +971 50 520 30 94

Email: Info@jannah-hotel.com



PROFILE

A motivated and detail-oriented professional with diverse experience in team leadership, customer service, and sales. Skilled in streamlining workflows, improving team cohesion, and delivering exceptional customer experiences. Proficient in MS Excel and MS Word, with a strong ability to manage data and create professional documents. Seeking a challenging role in a multinational company where I can leverage my skills to contribute to organizational success and achieve career growth.



WORK EXPERIENCE

JANNAH HOTEL AND RESORT

2021 - PRESENT

Receptionist and Reservation Assistant

- Utilized MS Excel to manage and organize reservation data, including guest information, room availability, and booking schedules.
- Created and maintained spreadsheets to track reservations, cancellations, and no-shows, ensuring accurate and up-to-date records.
- Used MS Word to prepare and format reservation confirmations, invoices, and other guest-related documents.
- Collaborated with the front desk and housekeeping teams to ensure seamless guest experiences.
- Resolved booking discrepancies and addressed guest inquiries promptly and professionally.

Black Falcon Security Services

2020- 2021

Cctv operator

- Monitor live CCTV footage to ensure the safety and security of premises.
- Detect and respond to suspicious activities or security breaches in real-time.
- Record and archive footage for future reference or investigation.

Al Saeed Distributor

2018 - 2020

Marketing & Specialist

- Successfully promoted new products/ services, contributing to increased revenue.
- Delivered sales targets with accuracy and efficiency.
- Resolved customer complaints and built lasting relationships with clients.



EDUCATION

Bachelor of Arts (B.A)

2018 - 2020

Communication | Allama Iqbal Open University

GPA: 3.1 / 4.0

Diploma of Associate Engineer

2015 - 2018

Civil Engineering | Punjab Board of Technical

GPA: 3.3 / 4.0