



MUHAMMED SHIRAS

PROFILE

Dedicated and results-driven professional with over 8 years of experience in receptionist and customer service roles. Proven track record of delivering exceptional service to clients and visitors, while efficiently managing administrative tasks. Strong interpersonal and communication skills, adept at building rapport and fostering positive relationships with diverse clientele. Proficient in handling multiple responsibilities in fast-paced environments, ensuring seamless operations and customer satisfaction. Seeking to leverage extensive experience and skills to contribute effectively to a dynamic team.

WORK EXPERIENCE

- Century fashion** 2012-2014
Retail sales executive
 - Proven track record of achieving and exceeding sales targets in retail settings.
 - Exceptional customer service skills with a focus on building strong client relationships.
 - Strong product knowledge and ability to effectively communicate product features and benefits to customers.
 - Skilled in managing merchandise displays and ensuring high standards of visual merchandising.
- Emieates Sea Restaurant** 2017-present
Receptionist and admin assistant
 - Over [7 years] of dedicated experience in providing exceptional receptionist and customer service at Emirates Sea Restaurant.
 - Proficient in handling a high volume of guest inquiries, reservations, and check-ins/check-outs with efficiency and courtesy.
 - Skilled in maintaining a welcoming atmosphere and ensuring guests receive personalized attention and prompt assistance.
 - Experienced in managing phone calls, emails, and coordinating guest requests to ensure a seamless experience.
 - Strong knowledge of hotel services, amenities, and local attractions to provide valuable recommendations and enhance guest satisfaction.
 - Proven ability to resolve guest issues and complaints promptly and professionally, maintaining a positive hotel image.
 - Collaborative team player with excellent communication and organizational skills, contributing to a cohesive and efficient front desk operation.
 - Committed to upholding high standards of hospitality and exceeding guest expectations in every interaction.

CONTACT

- 0526287725
- Shirazshiru34@gmail.com
- Rashidiya, dubai

EDUCATION

- 2012-2014
GHSS IRIKKUR
 - Commerce
- 2014-2017
COLLEGE OF COMMERCE
 - Bachelor of commerce with indian and foreign accounting

SKILLS

- Adaptability
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Ms excell

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Arabic (Fluent)
- Tamil (Fluent)