



RANA MUTAHAR

CONTACT

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Date of birth: 28/03/1998

Nationality: Pakistani

EDUCATION

March 2021
Bachelor of Business
Administration: Banking And
Finance
University of Punjab, Lahore ,
Pakistan
**This Degree is attested by Moofa
And UAE Embassy.**

March 2021
Bachelor of Arts: Journalism
University of Punjab, Lahore,
Pakistan

September 2016
FSC Pre-Eng
Punjab College, Lahore, Pakistan

July 2014
Matric Science
Pak Forces, Lahore, Pakistan

LANGUAGES

English:	B2
<div><div></div></div>	
Upper intermediate	
Urdu:	C1
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Advanced	
Hindi:	B2
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Upper intermediate	
Arabic:	A1
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Beginner	

PROFESSIONAL SUMMARY

Confident student with excellent planning and people management skills seeks Shift Leader opportunity. Communicates confidently to successfully engage staff and customers. Sets high standards to maintain quality, professional services. Loyal employee with solid understanding of training and mentoring employees. Dedicated team player, proactive and hands-on in task completion.

SKILLS

- Staff activity management
- Workforce training
- Team building
- Public relations
- Communication skills
- Accounting
- Customer-focused
- Social media marketing
- Knowledge of Hotel Software like Munshi 10, Opera.
- Time management
- Problem-solving
- Task delegation

WORK HISTORY

November 2022 - February 2024
Shift leader, *Grand Hotel*, Lahore, Pakistan

- Managed and trained staff and provided strategic solutions.
- Set up and performed test activities, assessing equipment function and quickly rectifying errors.
- Organised work schedules to meet demanding production goals.
- Evaluated team outputs and delivered constructive feedback to aid professional development.
- Kept employees operating productively to meet business and customer needs.
- Managed staff schedules, ensuring required coverage to meet shift needs within budget.
- Answered questions and resolved employee complaints.
- Increased team efficiency by analysing staff and equipment performance.
- Developed continuous improvement initiatives to drive team efficiencies.
- Handled disciplinary investigations and hearings with strong employee relations knowledge.
- Assigned tasks, projects and responsibilities to team members and monitored status.
- Provided instructions and feedback to team during shifts.
- Reconciled cash drawers and prepared bank deposits.
- Updated training and procedures to address skills gaps and challenges.
- Trained new hires and set up mentoring relationships to drive team performance.
- Monitored supply levels to maintain proactive approach to handling shortages and maintaining manufacturing schedules.
- Promoted safe and tidy work areas through inspections and cleaning checklists.
- Supervised activities of workers and enforced safety regulations.

March 2021 - October 2022
Receptionist, *Hotel Deluxe*, Lahore, Pakistan

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate
- Maintain updated records of bookings and payments.