

## ASHOK KUMAR THAPA

@ ashokamala2039@gmail.com

056-8851725

Al Quoz-3 Dubai



### Objective

I seek challenging opportunities where I can fully use my skills and experiences for the success of the organization at any cost.

### Experience

#### **Emrill Services LLC Dubai**

*2010 - 2012*

Security officer

- Monitor all the buildings premises regularly
- Be vigilant on duty post and keep records of the vehicles
- Keys handling, issuing to the concerned staff and keeping records
- Patrol all the premises for safety, security and prevention from vandalism
- Attend the complaints accompanied with the technical team to the apartment
- Escort the local authorities on their arrival to the right location

#### **Emrill Services LLC Dubai**

*2012 - Till now*

Concierge / Receptionist

- cordially welcome and greet all the customers
- Maintain all the reception log books, checklists and inventories regularly
- Report all the incidents to the shift incharge / supervisor
- Record all the complaints and follow up with the concerned department team
- Co-ordinate with all the site team to complete the operations successfully
- Guide the new residents about the community rules and available facilities
- Record all the visitors, maids, couriers and deliveries in VMS as per client's instruction
- Record all the complaints in the occurrence log book and follow-up till its rectification.
- assist the needy ones for luggage trolley on their request if old age, weak or pregnant residents
- Check in registration for HHO guests as in portal and guide on the community rules
- guide the local authorities in need
- Be updated on the community rules and neighbourhood occurring events.
- Take payment of purchased lobby cards and parking cards by POS machine.
- Assist customers for Xerox copy and scanning documents and take payment.
- Guide all the residents to the assembly point in the emergency/real fire situation

### Education

2002

High school



### Skills

Team building Problem solving Time management Quick decision making Can work under pressure



### Personal Details

Date of Birth : 22.11.1982

Marital Status : Married

Nationality : Nepali

Religion : Hinduism

Passport : 4511409

Gender : Male

Salary Claim : AED 2500 per month