

# RIZWAN CN

| Sales & Administration Specialist | Customer Relationship Expert | Efficiency Advocate |

Abu Dhabi | +971 523230970 | [rizwan9895cn@gmail.com](mailto:rizwan9895cn@gmail.com) | <https://www.linkedin.com/in/rizwan-cn/>



## Summary

Highly motivated and detail-oriented professional with a strong background in sales and administrative roles. Proficient in managing daily operations, maintaining client relationships, and ensuring organizational efficiency. Demonstrates exceptional communication and problem-solving skills to meet and exceed targets. Adept at multitasking, coordinating team activities, and driving business growth through effective strategies. Committed to delivering exceptional customer experiences and operational excellence in fast-paced environments.

## Skills

- Multitasking Expertise
- Sales Management
- Administrative Support
- Team Coordination
- Communication Skills
- Workflow Optimization
- Decision-Making Skills
- Time Management
- Problem-Solving
- Meeting Coordination
- Strategic Planning
- Process Documentation
- CRM Proficiency
- Quality Assurance

## Professional Experience

### Front Office Executive

#### Hotel Embassy

May 2023 – Nov 2024

- Acted as the first point of contact for guests, providing exceptional customer service and ensuring a seamless check-in and check-out process.
- Managed reservations and bookings efficiently, utilizing property management systems to maximize occupancy rates.
- Addressed guest inquiries and resolved complaints promptly, ensuring high guest satisfaction.
- Coordinated with housekeeping and maintenance teams to ensure guest rooms met quality standards and readiness.
- Processed financial transactions, including payments, refunds, and billings, with accuracy and confidentiality.
- Maintained detailed records of guest preferences and special requests to enhance personalized guest experiences.
- Ensured compliance with hotel policies, safety protocols, and local regulations.
- Collaborated with other departments to organize and execute special events and group bookings.
- Utilized excellent communication and multitasking skills to handle high-pressure situations during peak hours.

### Sales Staff and Cashier

#### TALIA UNLIMITED FASHION KUNNAMKULAM, INDIA

2022

- Assisted customers in selecting clothing items, providing styling recommendations, and ensuring a personalized shopping experience.
- Managed daily sales transactions, processed payments accurately, and handled returns and exchanges with efficiency.
- Monitored inventory levels, organized product displays, and collaborated with the team to meet store sales targets.
- Addressed customer inquiries and complaints promptly, ensuring customer satisfaction and retention.
- Contributed to promotional events and sales campaigns to drive foot traffic and revenue.

## Education

- Diploma in Oil & Gas Drilling Technology**  
STED Council / 2023 – 2024
- Grade XII**  
Board of Higher Secondary Education (G.H.S.S. Veliancode)  
2019 – 2021
- Bachelor of Commerce (B.Com)**  
University of Suresh Gyan Vihar  
2022 – Present
- SSLC (Secondary School Leaving Certificate)**  
G.H.S.S. Maranchery - 2019

## Certifications

- Customer Service Excellence Training
- Sales and Marketing Essentials
- Advanced Microsoft Office Suite

## Languages

- English - Proficient
- Malayalam - Native
- Hindi - Proficient

## References

Will be provided upon request