



SHARUKH SHARAF

Logistics | Hospitality | Travel & Tourism

CONTACT

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Deira - Dubai (UAE)

EDUCATION

B.Com - Tourism & Travel
Managment

University of Kerala

Jun 2018 - Apr 2021

Diploma in Airport Operations

Kerala Institute of Tourism and
Travel Studies (KITTS)

Sep 2021 - Apr 2022

Diploma in Logistics and Freight
Forwarding

My Logistics Gurukul

Mar 2022 - Apr 2022

Diploma in Accounting

Academy for Information Technology
and Management Studies (AITMS)

Jan 2022 - Mar 2022

LANGUAGES

English

Hindi

Arabic

Malayalam

I am a highly motivated professional with a strong foundation in Travel and Tourism Management, Logistics, and Hospitality, and I possess robust analytical skills. I have held various roles, such as Travel Consultant, Front Office Administrator and Logistics Operations Intern, all of which have helped me sharpen my interpersonal and customer service abilities. I have specialized training in Airport Operations and Logistics and Freight Forwarding, which has further enhanced my expertise in logistics and airline management. My reputation is built on my attention to detail and my unwavering commitment to optimizing operational processes. My diverse background and dedication to providing exceptional service will help me contribute to efficient and effective operations in the logistics, airline management, or hospitality industries.

PERSONAL SKILLS

Good Communications



Interpersonal Skills



Conflict Resolution



Good Analytical Skills



Sales and Marketing Skills



Time Management



Problem Solving



Team Player



Leadership



Responsible



WORK EXPERIENCE

FRONT OFFICE EXCECUTIVE

2023 Mar- 2023 Jun

MARRIOT INTERNATIONAL

- Operated MS Excel for communication reports and presentations
- Reviewed daily reservation listings for booking errors and addressed guest accommodations
- Coordinated with multiple departments, emphasizing guest relations
- Maintained an updated scheduling database
- Efficiently directed calls to the relevant departments
- Managed administrative tasks, including document handling
- Monitored and restocked office supplies as required

LOGISTICS OPERATIONS- INTERN

2023 Jan - 2023 Feb

SKYWAYS - AIRFREIGHT SERVICES

- Assisted in the coordination of air freight shipments, ensuring timely and efficient delivery of goods.
- Collaborated with carriers, customs officials, and other stakeholders to facilitate smooth logistics operations.
- Assisted in managing documentation related to air freight shipments, including customs forms and shipping invoices.

TECHNICAL SKILLS

MS Office



Inventory Management:



Supply Chain Management:



Reservation Systems



AWARDS

Best Customer Service Award

Marriot International

Providing exceptional customer service experiences to customer

- Monitored shipment tracking systems to provide real-time updates to clients and resolve any issues promptly.
- Conducted research and analysis to identify cost-saving opportunities and improve overall logistics processes.

FRONT OFFICE ADMINISTRATOR

2022 Jul - 2023 Jan

TREEBO TREND - ADRAK HOTEL

- Greeted and assisted hotel guests during check-in and check-out processes, providing a warm and professional welcome.
- Managed reservations and ensured accurate guest information in the system, optimizing room assignments and preferences.
- Handled guest inquiries, requests, and concerns promptly, maintaining a high level of customer satisfaction.
- Coordinated with other hotel departments to facilitate smooth operations and meet guest needs, including managing room availability and coordinating housekeeping services.
- Maintained a professional and organized front desk area, including handling financial transactions and accurately managing guest accounts

TRAVEL CONSULTANT

2021 Jun - 2022 Jun

OMAN TOURS & TRAVELS

- Assisted clients in planning and booking travel arrangements, including flights, accommodations, and activities.
- Provided excellent customer service by addressing inquiries, offering travel recommendations, and resolving any issues.
- Researched and stayed updated on travel destinations, visa requirements, and travel regulations to provide accurate information to clients.
- Collaborated with suppliers, airlines, and hotels to secure the best deals and packages for clients.
- Maintained detailed records of client interactions, reservations, and financial transactions to ensure smooth trip planning and customer satisfaction.

PROJECTS

- History of Aircraft Accidents and Incidents
- Tourist Satisfaction with a Heritage site: A Study on Koyikkal Palace, Thiruvananthapuram

REFERENCES

Surendar(Front Office Manager)

Marriot International

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