SAYEB RAHAMAN

EXPERIENCED ASSISTANT FRONT OFFICE MANAGER







EDUCATION

BACHELOR OF ARTS

Bagnan College / Bagnan, India / 2012

2009-2012

IAMHM / Uluberia, India

Diploma In Hotel Management Catering Technology and Applied Nutrition 2010-2013

Palpara Govindajiu High School / **WBSCVE&T**

Higher Secondary Certification(12th Standard) 2005-2007

LINKS

Linked in ·

http://https://www.linkedin.com/in/ sayeb-rahaman-39193b87/

Facebook:

https://www.facebook.com/soyeb.rah aman/

SKILLS

Team Management

Revenue Management

Training &Development

Budgeting & Forecasting

Time Management

Excellent Interpersonal Skill

LANGUAGES

English

Hindi

Bengali

Arabic

PERSONAL DETAILS

Date of birth: 22/04/1989

Nationality: Indian

HOBBIES

Marital status: Married

Dubai, UAE +971556349467

Highly organized and results-driven Assistant Front Office Manager with more than 1 year of experience in 4-star hotel settings. Proven track record of driving revenue growth and improving customer satisfaction.

WORK EXPERIENCE

Transguard Group Sep2023-Till Date

Dubai, UAE

Pearl Tree Hotel Apr 2022 - Sep 2023 Purulia, India

Administrative Executive:

Responsible for providing personalized secretarial and administrative support to the executive in a professional and timely manner.

ASST FRONT OFFICE MANAGER

Managed Front Office operations for a 4-star luxury resort, resulting in a 15%

Increase in Guest satisfaction ratings.

Developed and implemented a new training program resulting in a 30% decrease in check-in time for Guests. Oversaw a team of 10 receptionists and trained new team members on hotel policies and procedures. Coordinated with housekeeping and maintenance teams to ensure seamless guest experiences.

Indismart Hotel

Mar 2021 - Apr 2022 Kolkata, India

▶ FRONT OFFICE EXECUTIVE

Delivered exceptional Guest experiences at a 3 star Hotel, resulting in a 90% satisfaction rating. Provided prompt and courteous check-in/check-out services to Guests.

Resolved Guest complaints and issues in a timely and efficient manner

Maintained accurate records and handled cash transactions

The Stadel Hotel

Mar 2020 - Mar 2020 Kolkata, India

FRONT OFFICE EXECUTIVE

Oversaw front desk operations with an eye for hotel reputation, staff productivity, and operational efficiency. Resolved guest issues with rooms or reservations with knowledgeable and friendly service.

Hotel Sonar Bangla Dec 2019 - Mar 2020

Taki, India

▶ FRONT OFFICE EXECUTIVE

Greeted guests at front desk and engaged in pleasant conversations while managing check-in process. Resolved guest issues with rooms or reservations with knowledgeable and friendly service.

DE Sovrani Hotel

Nov 2017 - May 2019 Kolkata, India

FRONT OFFICE EXECUTIVE

Oversaw Guest registrations, reservations, and other clerical duties with a focus on quality and courtesy Process Guest Arrivals and departures, including all necessary payments.

Claridge Hotel

Apr 2015 - Jul 2017 Dubai, Uae

RECEPTIONIST

Resolved customer issues quickly and notified the supervisor immediately when problems escalated. Answered multi-line phone system and transferred calls to appropriate department or staff member.

Taj Ginger Hotel

Jan 2014 - Apr 2015 Trivandrum, India

■ GUEST SERVICE ASSOCIATE

Greeted Guests upon arrival, offered assistance and answered questions to build rapport and retention. Collaborated with front-of-house and housekeeping departments to facilitate smooth hotel operations.

Ramee Hotel May 2013 - Nov 2013

Bangalore,India

FRONT OFFICE ASSISTANT

Responded to inquiries from callers seeking information.

Directed phone inquiries, answered customer questions, and scheduled appointments.

INTERNSHIP

Group Sep 2011 - Feb 2012

ITC Welcome

Baroda, Gujarat, India

INDUSTRIAL TRAINING

6 Months Training

Playing Cricket Swimming Cycling Internet Browsing