



# Sheraz Khan

## Operation Supervisor

Dedicated and results-oriented Administrative Executive with a proven track record of streamlining operations, enhancing efficiency, and driving organizational success. Adept at managing diverse administrative functions, implementing strategic processes, and fostering a collaborative work environment. Seeking a challenging executive role where my leadership skills, problem-solving abilities, and commitment to excellence can contribute to the overall success and growth of the organization.

## Contact

### Phone

+971505646272

### Email

Sk8920051@gmail.com

### Address

Al Khail Gate 1, Dubai United Arab Emirates

## Education

- 2017 -2018  
**Post Graduate Diploma in Hospitality and Tourism Management**
- 2012  
**Bachelor's Degree in Information Technology**  
University of Punjab – Punjab, Pakistan

## Expertise

- OPERA property management system(PMS)
- CRS Node Software
- Proficiency in Microsoft Office (MS word, Excel, PowerPoint)
- MICROS (Cashier Responsibilities)
- Food and Safety hygiene
- Proficient in English, Urdu and Punjabi languages both oral and written

## Other Credentials

- **UAE Driving License**

**Issued Date – 28th August 2023**

**Validity Date – 28th August 2025**

## Language

English  
Urdu

## Experience

### ○ October 2021 – 15 March, 2024

SILVERSTONE RENT A CAR – AL JADAF Dubai, UAE

#### Operation Supervisor & Administration

- Encode and update rental agreements through the RTA portal and website.
- Data entries using CRS Node software  
Submit daily car rental return reports
- Follow up B2B Payments, Follow up B2C Payments, Follow up with brokers for payments
- Maintain Drivers schedule for daily operation
- Primary responsible for following up on clients' rental dues, car model replacements, extensions, bookings, security deposit refunds, and availability of renting a car through calls, WhatsApp, messenger or email.
- Track and manage traffic fines committed by the client  
Process invoices, collect payments, and issue receipts
- Follow-up on potential customers, through calls, emails, and reminders to promote growth and sales of the business  
Understand client's needs and requirements
- Prepare monthly reports and assist the accounting department with reconciliations, sales, and rental tallies
- Broad Casting

### ○ December 2018 - September 2020

RADISSON BLU HOTEL – Media City Dubai, UAE

#### F&B Head

- Primary responsible in providing a positive customer experience with fair, friendly, and courteous service by greeting and escorting guests
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare and arrange tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request and up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software and order slips
- Maintain, and constant checking of plates, cutlery, and kitchenware's sanitation
- Prepare checks, and collection of payments
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)
- Follow all relevant health department regulations to meet the highest standards in line with the regulations of Dubai health authority and sanitation
- Adhere to the policies & processes of the hotel with respect to operation of the company