

Resume

Tauheed Arshad Khan

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Address: Dubai, United Arab
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Career Objective:

To leverage my extensive experience in marketing, sales, customer service, and guest relations to contribute to the growth and success of a dynamic organization. I aim to utilize my skills in campaign management, market research, team leadership, and customer relationship management to drive revenue and ensure exceptional service delivery.

Educational Qualification:

Bachelor of Commerce – William Carey University, India.

Certification:

High-fields level 3 international Award in Emergency First Aid at Work (DCAS). (Gov. of Dubai)

Work Experience:

1. **RANN GROUP OF COMPANIES-** Dubai, U.A.E.

(Nov. 2023 – till now) Designation: **Marketing & Sales Supervisor.**

- *Campaign Management: Plan and execute marketing campaigns, and analyze their effectiveness.*
- *Market Research: Conduct market research to identify trends and customer preferences.*
- *Sales Strategy: Develop and implement sales strategies to achieve revenue targets*
- *Team Leadership: Supervise and motivate the sales team to meet and exceed sales goals.*
- *Customer Relationship Management: Maintain and grow relationships with key clients and stakeholders.*

2. **SUPER GENERAL TRADING / GENERAL ENTERPRISE COMPANY-** Sharjah, U.A.E. (March 2021 – Oct 2023)

Job Role: After Sales Coordinator / Delivery Installation and Service maintenance

Designation: Customer Service Supervisor

Duties & Responsibilities

- Meet with customers to address concerns and provide solutions.
- Present products and services to prospective customers
- Participate in industry or promotional events (e.g., trade shows) to cultivate customer relationships.
- Plan and organize transportation activities including storage of stocks, managing information accrued from point of origin to delivery.
- Co-ordinate and track movement of stocks through logistic pathways using SAP.
- Discuss the warranty claim and expectations with customers.
- Prepare and process warranty documentation according to manufacturer guidelines.
- Adjust and resubmit any denied claims to secure payment for warranty work.
- Execute logistics plan to move stocks to reach stores on schedule.
- Assess the service needs of power retailers like **Carrefour, Emax, Sharaf DG** service-related issue and connect them with the service provided.

3. TAMARIND GLOBAL TRAVEL AND TOURS- Gurgaon, India.

(Feb. 2018 – Jan 2021) Designation: **Consultant-Guest Relation Officer**

Duties & Responsibilities

- Handling guest arrival with pick up request and arranging the transportation.
- Assist with guest luggage as and when required.
- Inform reception manager, concierge or guest relation officers when VIP on their way to the hotel.
- Give all hotel facilities information to the guests and assist them in the car.

4. LE MERIDIEN (MARRIOTT HOTELS)- GURGAON, INDIA. (Oct 2016 – Oct.2017)

Designation: Airport Representative (Guest Service Associate)

Duties & Responsibilities

- Be present at all scheduled flight landings and assist incoming guests with baggage clearance and directing them to transport facilities.
- Standby at the arrival terminal for every flight arrival.
- Write all the additional instruction for guests or information about guest arrival or departure in the logbook and should be transferred to the expected arrival list of each airport rep.
- If the pickup is not arranged by the hotel, then, Guest should be shown only to the recommended taxi or limousine.
- Any changes on arrival and departure flight must be reported to Front Office manager and chief concierge

5. TAJ PALACE HOTELS / NEW DELHI- INDIA.

(2015-2016) Airport Representative (Guest Service Associate)

- Greet arriving guests at the airport and assist with baggage clearance.
- Coordinate ground transportation for guests, including arranging pickups and drop offs.
- Maintain clear communication with airport staff, hotel personnel, and other relevant parties to facilitate smooth guest transitions.
- Address and resolve guest concerns or issues promptly, ensuring a positive and memorable experience.

Computer Skills:

- MS Office (Excel Mediate level)
- Expert In Making Mis Reports through PPT.
- Sugar CRM
- SAP

Passport & Visa Details:

Number : S5545090
Date of issue : 30/10/2018
Date of expire : 29/10/2028
Visa status : Employment visa
UAE Driving License : YES

Personal Details:

Date of birth : 09/09/1999
Sex : Male
Marital status : Single
Nationality : Indian
Language known : English, Hindi, Urdu

Declaration:

The above statements are true to the best of my knowledge. The qualification referred to above in support of my resume will be produced when required.

Tauheed Khan