



AZLAN KARIM

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 +971-52-7334193

 Dubai. UAE

 Visit Visa Valid Till 28th Dec-2023

RELEVANT SKILLS

- Customer service orientation,
- Proficiency in using Microsoft office.
- the ability to handle various administrative tasks efficiently.
- Detail-oriented, adaptable, and having a professional demeanor are key traits for success in this role.

LANGUAGES

- English
- Urdu
- Burushaski

WORK EXPERIENCE

Guest Service Officer

Serena Hotel-Pakistan

01 Aug 2020 till to date

- Guest registration mechanism at front desk and its mandatory registration act law of land
- Guest profile, room Tariff applications as per the company's define tariff for the period.
- Guest handling at the time of check in and checkout.
- Guest billing Management i.e., mode of payment.
- Attending telephone calls outside of the hotel and in door
- Handling guest complains politely and mannerism.
- Generating all reports through OPERA Xpress software.
- Taking reservation through online Portals.
- Night Auditing.
- Producing Daily sales reports

EDUCATION HISTORY

Bachelor of Commerce

Karakorum International University

Year of Graduation: 2021

- Accounts
- Business Management
- Marketing Management

Intermediate (FSC)

Sky Higher Secondary school and College

Year of passing: 2018

- Science

CERTIFICATIONS



Cost Management for SMEs.

Year of Passing: 2022



English for Hospitality Professionals

Year of Passing: 2018