

CURRICULUM VITAE

ANSHAD R

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Professional Summary

A dedicated and detail-oriented professional with over 5 years of experience in front office management and customer service roles across the hospitality and construction sectors. Proven expertise in handling guest relations, managing front desk operations, and ensuring seamless administrative processes. Adept at working in fast-paced environments and committed to delivering high-quality service that enhances guest satisfaction and operational efficiency.

Professional Experience

Front Office Manager

Hotel Western Classic Inn, Alappuzha
March 2019 – Present

- Oversee front desk operations, ensuring smooth and efficient check-in and check-out processes.
- Supervise and train front office staff, fostering a culture of excellent customer service.
- Handle guest reservations, manage room assignments, and coordinate with other departments to meet guest needs.
- Resolve guest complaints and ensure customer satisfaction by maintaining high service standards.

Ground Handling Agent-1

Qatar Aviation Service, Qatar
October 2018 – January 2019

- Assisted with ground handling operations, ensuring the safe and efficient movement of passengers and baggage.

Front Office Receptionist & Customer Care Associate

AJ Park Hotel, Alappuzha, Kerala
April 2018 – October 2018

- Welcomed and assisted guests, managed reservations, and handled front desk operations.
- Processed financial transactions, including cash and credit payments, with accuracy and efficiency.
- Maintained a clean and organized lobby area, contributing to a positive guest experience.

Front Office Receptionist & Customer Care Associate

Comfort Inn and Suites Hotel, Riyadh, Saudi Arabia
October 2017 – April 2018

- Managed guest check-ins and check-outs, ensuring a seamless experience.
- Responded to phone inquiries and managed guest reservations with attention to detail.
- Provided excellent customer service, addressing guest needs and resolving issues efficiently.

Data Entry Operator

Granite Construction Company, Abu Dhabi
Oil & Gas Onshore Project, Habshan, U.A.E.
July 2015 – February 2016

- Received and processed materials from suppliers, ensuring accurate documentation and reporting.
 - Maintained records such as Store Issue Vouchers (SIV), Store Receipt Vouchers (SRV), and material stock cards.
 - Coordinated with the material controller to update site management and procurement departments on material availability and requirements.
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Education

Master of Business Administration (MBA)

Specialization: Airline and Airport Management
Bharathiar University, Coimbatore
Phoenix Aviation Training Academy
2013 – 2015

Bachelor of Science (B.Sc.)

Specialization: Chemistry
Kerala University
Sanadhana Dharma College, Alappuzha
2009 – 2012

Higher Secondary Education (HSE)

Specialization: Computer Science
Board of Higher Secondary Examination, Kerala
Lajanathul Muhammadiya HSS, Alappuzha
2007 – 2009

Secondary School Leaving Certificate (SSLC)

Board of Public Examination, Kerala
SDV BHSS, Alappuzha
2007

Technical Skills

- Tally Accounting Package (2009)
 - Desktop Publishing (DTP) (2012)
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Personal Details

- Date of Birth: July 14, 1991
- Gender: Male
- Marital Status: Married
- Nationality: Indian

- Languages Known: English, Malayalam, Hindi, Arabic
- Hobbies: Traveling, Driving, Listening to Music

Strength

- Positive learning attitude
- Adaptability
- Hardworking
- Honesty

Passport Details

- Passport No.: U2390787
- Issued Date: June 28, 2021
- Expiry Date: June 27, 2031

Declaration

I hereby declare that the above information is true to the best of my knowledge and belief

Place:

Date:

Signature:

(ANSHAD R.)