



Muhammad Ali

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ABOUT ME

Beyond my professional attributes, I bring a warmth and levity to any environment with my congenial demeanor and well-honed sense of humor. This affability not only fosters a positive atmosphere but also contributes to a cohesive team dynamic, enhancing morale and productivity.

WORK EXPERIENCE

01/10/2023 – 01/03/2024 Islamabad, Pakistan

FRONT DESK AGENT (COTHM) COLLEGE OF TOURISM AND HOTEL MANAGEMENT

- Effective Communication Skills:** Demonstrated ability to communicate clearly and professionally with guests, colleagues, and management, both verbally and in writing, fostering positive interactions and resolving issues promptly.
- Problem-Solving Skills:** Skilled in quickly identifying and addressing guest concerns and complaints with tact and diplomacy, ensuring swift resolution and preserving guest satisfaction.
- Team Collaboration:** Collaborative team player, adept at working closely with colleagues to ensure smooth front office operations, assisting with tasks as needed, and contributing to a positive work environment.

01/04/2024 – 01/06/2024 MANSEHRA, Pakistan

INTERNEE FRONT DESK OFFICER HOTEL ONE BY PC

- Managed front desk operations, ensuring smooth check-in/check-out processes and exceptional guest experiences.
- Utilized Munshi 10 for efficient reservation management and accurate billing.
- Handled guest inquiries and resolved issues, enhancing customer satisfaction.

01/06/2024 – 01/11/2024 ABBOTTABAD, Pakistan

FRONT DESK OFFICER HOTEL ONE BY PC

- Exceptional customer service skills, with a focus on guest satisfaction and conflict resolution.
- Ability to efficiently manage check-in/check-out procedures, ensuring a seamless guest experience.
- Familiarity with handling inquiries and providing information on hotel services and local attractions

01/11/2024 – CURRENT ABBOTTABAD, Pakistan

SHIFT INCHARGE HOTEL ONE BY PC

Reservation Management: Processing and managing reservations, cancellations, and modifications.

* Guest Inquiries: Addressing guest inquiries and requests promptly and professionally.

* Problem Resolution: Resolving guest complaints and issues in a timely and courteous manner.

* Cash Handling: Accurately handling cash transactions, credit card payments, and other financial duties.

* Shift Management: Overseeing the performance of the front desk team during the shift, ensuring adherence to hotel policies and procedures.

* Report Generation: Preparing daily, weekly, and monthly reports on occupancy rates, revenue, and other relevant metrics.

Customer Service Responsibilities:

* Guest Relations: Building strong relationships with guests through personalized service and attention to detail.

● EDUCATION AND TRAINING

01/03/2023 – 01/04/2024 Islamabad, Pakistan

(ADHM)ADVANCE DIPLOMA IN HOSPITALITY MANAGEMENT LEVEL 05 (COTHM)College of Tourism and Hotel Management

Website <https://cothm.edu.pk/>

18/08/2020 – 20/09/2022 Abbottabad, Pakistan

F.SC(PRE-ENGINEERING) Peace Group Of School And Colleges Abbottabad

05/06/2023 – 10/07/2023 Islamabad, Pakistan

TYPSY Australian Base Online Courses

- 1 Mise en place
- 2 Introduction to quick service restaurants
- 3 Advance hotel revenue management
- 4 Effective Communication with staff

Website <https://www.typsy.com/>

● LANGUAGE SKILLS

Mother tongue(s): **URDU**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	C1	B2	C1	C1
HINDKO	C2	C2	C2	C2	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Microsoft Word | Microsoft Powerpoint | Microsoft Excel

● PROJECTS

01/03/2023 – 01/04/2024

U.K QUALIFI Projects

In Previous one year program I have done five different research projects related to my field .which are given below.

- 1 Managing event in hospitality management
- 2 Travel and tourism in airline operations
- 3 Tourism destination management
- 4 Entrepreneurship in hospitality and tourism industry
- 5 Cultural tourism management

● HONOURS AND AWARDS

12/12/2023

Event Organizer – (PTDC)Pakistan Tourism Developing Corporation

1. **Event Planning and Coordination:** Proficient in all aspects of event planning, from conceptualization to execution, including venue selection, catering arrangements, entertainment booking, and logistics management.
2. **Client Communication and Relationship Management:** Exceptional communication skills in interacting with clients to understand their needs, provide regular updates, address concerns, and maintain positive relationships throughout the event planning process.
3. **Timeline and Schedule Management:** Experienced in creating detailed event timelines and schedules, overseeing tasks and deadlines to ensure smooth and timely execution of all event components.

● **MANAGEMENT AND LEADERSHIP SKILLS**

Hospitality Management Skills

CustomerService,team Leadership, Communication Skills, Problem-Solving, Detail Financial ,Management: Sales and Marketing, Technology Proficiency, Crisis Management.