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| PERSONAL INFORMATION | **Omair Hassan Butt** |
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|  | Building # 692 Block # 324 Road # 2411, Juffair, Bahrain |
| +973 - 35902942 |
| [Omairhassan87@live.com](mailto:Omairhassan87@live.com) |
| Skype ID: omairhassan87 |
| Sex: Male | Date of birth:12/01/1987 | Nationality :Pakistani |

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| WORK EXPERIENCE |  |

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| |  | | --- | | Feb 2018 – Sep 2019  **Operations Manager** | | **Imperial Suites Hotel, Manama Bahrain**   * Developing and implementing strategies that will ensure a positive experience that exceeds guest’s expectations * Work collaboratively with all departments to make sure operations are running smoothly in tandem with one another * Establish and maintain standards for staff performance and customer service * Maintaining full knowledge of all inner working of the hotel, including room rates, hotel policies, availabilities & guests * Reviewing employee behaviour, appearance and performance * Conduct daily meeting to ensure that all departments are in working order * Managing Budgets, promoting & marketing the business * Recruiting, Training and supervising staff |   May 2014 – Feb 2018  **Front Desk Officer**  **Al Commodore Hotel & Suites, Juffair Bahrain**   * Carrying out the day-to-day duties of front desk in order to ensure the smooth running of the switchboard * Answering telephone calls in a timely manner, transferring calls as necessary & dealing with general enquiries * Greeting the guest with smile and making sure they have a comfortable and pleasant time staying with us * Making travel arrangements for the guests, ordering supplies, send and receive fax, emails and book keeping tasks * Night auditing and closing daily sales at the end of the day, printing reports keeping check on money collection * Managing online bookings through Booking.com, Agoda.com and other hotel partner websites * Managing cash and conversions of different currencies to local Bahraini dinars   Jun 2013 – Apr 2014  **Admin Executive**  **Postman Express & Logistics, Islamabad Pakistan**   * Develop and maintain a detailed overview of incoming & outgoing shipments * Tracking & tracing the customer shipments and investigating undelivered ,delayed returned lost or held shipments * Updating customers with instant and immediate reaction regarding there shipments if clearance delayed * Good skills in DHL easy ship software, creating shipments and preparing invoices * Ensure that the collected shipments are updated daily via sms tracking and notifications to the guests * Recovering lost and misrouted shipments   Dec 2011 – Feb 2013  **Front Desk Officer**  **Marriot Hotel, Islamabad Pakistan**   * Learning the basics of hotel knowledge and operations of the different departments, rooms, restaurants, coffee shops, banquet halls etc * Daily work operations of the front desk checking in the guests and checking out procedures * Managing reservations, greeting the guests with a warm and professional manner * Ensure the guests have a pleasurable, satisfactory stay with us * Encouraging the guest to use the inn hotel attractions like restaurants, bar, pool area * Making travel arrangements for pickup and drop off from the airport using the hotel shuttle service |
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| EDUCATION AND TRAINING |  |

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| Sep 2008 – Aug 2010  Aug 2006 – Mar 2008  Aug 2004 – Mar 2006  Aug 2002 – Mar 2004 | BBA (Bachelors Business Administration) Comsats International University, Islamabad Pakistan  A-Levels  The City School, Islamabad Pakistan  O-Levels  The City School, Islamabad Pakistan  HSSC  OPF Boys College, Islamabad |  |

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| PERSONAL SKILLS |  |

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| COMMUNICATION SKILLS | * Excellent written and spoken skills * Highly interactive * Extremely quick at adapting and homogenizing with varying cultures and nationals * Certificate holder: Presentation Skills Development Certificate * Proficient in report-writing |

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| MANAGERIAL SKILLS | * Planning, execution and management of multiple tasks simultaneously * Strong leadership, management and organizational skills * Quick learner, self-starter and team player * Ability to meet tough deadlines * High level of responsibility and accountability |

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| COMPUTING SKILLS | * Expert at MS-operating systems and MS-Office * Well versed with MS-Visio and Outlook * **Experienced with Photoshop, Coral Draw, Twitter, Face book, Search Engines, And Online Booking Websites for Hotel Partners** * Certificate holder: Course of Computer Practical Training |

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| LANGUAGE | **Fluent English, Arabic, Urdu, Punjabi** |
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