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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 |
| 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
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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 2010Aug 2006 – Mar 2008Aug 2004 – Mar 2006Aug 2002 – Mar 2004 | BBA (Bachelors Business Administration) Comsats International University, Islamabad PakistanA-LevelsThe City School, Islamabad PakistanO-LevelsThe City School, Islamabad PakistanHSSCOPF 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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