



Jasim Hussain

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Current Address: East Riffa Bahrain

Family Status: Married

Professional Profile

Front Office Agent for 2 years progressive experience as well as experienced to perform reservation tasks. Demonstrated talent to greet the Guest, Proceed the Check in according to their reservation, resolve Guests complaints, promote upselling and Follow up for Departures. Exceptional verbal and written communication skills of multi-tasking, problem solving and work prioritization. Friendly and polite individual who is known to work collaboratively to attain goals and mission of company.

Key Proficiencies

People Skills: Excellent communication, Multitasking, Interpersonal & Presentations skills, Customer Service, Excellent telephone etiquette.

Technical Skills: WISH-NET Prologic Front Desk, Opera PMS, Sage Accounting Software, Tally , Microsoft Office & Windows. Configuration and Management of Microsoft Windows.

Professional Experience

**Office Assistant – New Cleaning Company (Bahrain – East Riffa)
(November 2019-Present)**

- Answer and direct phone calls and Reply to email, telephone or face to face enquiries
- Organize and schedule meetings and appointments
- Maintain contact lists
- Produce and distribute correspondence memos, letters, faxes and forms
- Develop and maintain a filing system
- Order office supplies
- Provide general support to visitors
- Provide information by answering questions and requests
- Maintain supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies
- Carry out administrative duties such as filing, typing, copying, binding, scanning etc.
- Write letters and emails on behalf of other office staff
- Coordinate repairs to office equipment

**Photocopy and print out documents on behalf of other colleagues
Front Desk Representative - Emirates Park Zoo Resort Abu Dhabi
(April 2017-2019)**

RESPONSIBILITIES

- Registers guests and assigns rooms, accommodates special requests whenever possible.
- Organize, confirm, process, and conduct all guest check-ins/check-outs, room reservations, requests, modification and cancellations.
- Knowledge of hotel room categories, room rates, packages, zoo activities, promotions and other general product knowledge necessary to perform daily duties.
- Process all payment types, adjustment vouchers, paid-outs, correction vouchers, and miscellaneous charges; provide change, transfers guests' balances to special accounts. • Uses suggestive selling techniques to sell rooms and to promote other services.

Assistant Accountant - ACCOUNTAX MANAGEMENT SYSTEMS

RESPONSIBILITIES

- Data entry of customers
- Preparation of income & sales tax register and returns
- Conversion of manual data to computerized accounting system • Pre-audit review of accounting data and taxes for clients • Bank Reconciliation Statement.

Finance Trainee – Pearl Continental 5 *Hotel, Rawalpindi (Sept 2014-Dec 2014)

RESPONSIBILITIES

- **Purchase Dept.** Check the market and deal with suppliers as per Requisition.
- **Cost Control, Receiving Dept.** to control the overall cost flow and transactions and receivable.
- **Income Audit.** Audit daily revenue and transactions if there is conflict or error then raise query.
- **Credit Dept.** To assure if all credit guests have paid their dues. Send invoices to Guests.
- **Payable Dept.** Pay amount to the suppliers and all the taxes related to Hotel liabilities.

Education

- **MATRIC (Sciences)**
- Al-Hijrah Islamic Model School, Gujar Khan, Pakistan
- **INTERMEDIATE (Sciences)**
- Government College Gujar Khan, Pakistan
- **BACHELOR'S IN COMMERCE**
- ALLAMA IQBAL OPEN UNIVERSITY, Islamabad, Pakistan

Language

- **Urdu:** Native
- **English:** Fluent
- **Arabic:** Basic