

Ahsan Atta Tanwir

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A highly motivated, go-getter and goal driven individual who always exceeded revenue goals. With vast experiences in coordinating and executing events and projects aside from doing promotional campaigns. I have always aspired to work for a leading organization where I can develop my skills and business competencies and at the same time support my company business and corporate objectives.

Work Experiences:

The Ritz-Carlton, Bahrain Catering and Conference Services Executive May 2018 – present

- Effectively up-sells products and services throughout the sales process.
- Proactively identifies, qualifies, and solicits new catering business to achieve personal and hotel revenue goals.
- Always ahead of quarterly / annual targets with efficient selling strategies and great client relationships.
- Planning and achieving personal goals that leads to department goals.
- Maintaining and building relationship with customers inside and outside Bahrain.
- Participating in Management meeting between CCS and Sales and Marketing on weekly basis.
- Work approaches with a sense of urgency and purpose.
- Allocates time and resources effectively when faces with competing demands.
- Demonstrating an awareness of personal strengths and areas for professional improvement.
- Sharing innovation and best practices with team members.

The Ritz-Carlton, Bahrain Catering and Conference Services Coordinator April 2015 – April 2018

- Closes the best opportunities for the hotel based on market conditions and hotel needs.
- Have exceeded given annual goal with 200% and took a step closer to next level.
- Excellent at building customer relationship skill for future booking.
- Ensures a high level of customer satisfaction.
- Primarily drive catering sales/events to achieve personal and hotel revenue goals.
- Conducts site inspections.
- Creates proposals and contract as required.
- Knowledgeable of food trends, food and beverage composition, and menu planning. Exercises creativity in designing catering sales solutions.
- Holds self and others accountable for achieving results.
- Possesses systems knowledge (Opera S&C, Meeting Matrix and related systems).

- Provides accurate, complete, and effective execution of event requirements.
- Uses negotiating skills and creative selling abilities to close on business and negotiate contracts.
- Understands contract management and legalities.
- Attend Banquet Event Order meeting to ensure operational alignment of all attending departments for next events.

Reservation Sales Agent
The Ritz-Carlton, Bahrain
July 2013 - April 2015

- Handling ERS and Wholesale reservations.
- Facilitating, presenting & arranging Monthly Departmental Meetings.
- Making presentations for meetings to present weekly, monthly & yearly figures.
- Recording and following up on guest preferences and special requests of guests.
- Promptly, accurately and consistently reports all guests' incidents and how they were resolved.
- Responsible for quality checks such as traces, alerts and tallying the LPO to ensure all details are correct and as per Ritz-Carlton standards.
- Assisting leaders in achieving the call capture, shop call and revenue goals.
- Covering Revenue Analysts tasks when necessary (Pick up report, competition reports, cancellation & no-show tracking, upgrades and rate check reviewing).
- Training new team members to ensure they have completed mandatory certifications in order for them to perform the job.
- Assisting the reservations supervisor and manager in the smooth running of the operation.
- Positively affect room revenues by using up-selling techniques
- Create and maintain filing systems for departmental records and reports.
- Active participation in daily Sales Line-up, weekly Sales Meeting, and other business-related meetings and functions.
- Assisting with site inspections and attending client events in the hotel as requested.
- Work closely with the Credit Manager to ensure correct billing instructions are set for business travel accounts.

Relationship Officer
Duniya Finance L.L.C. UAE
Jan 2013 - July 2013

- Dealing in Sales of Credit Cards, Personal Loans and Auto loans.
- Interaction with Clients through phones and E-mails.
- Maintaining Daily Sales records.
- Attending meeting with clients.
- Attending trade exhibitions, conferences and meeting
- Giving product knowledge to Club Apparel's Store Staff.
- Negotiating contracts and packages with clients.
- Establishing new business
- Preparing client's documentation for case logins.

Technical Support Executive
Altair Technologies Islamabad, Pakistan
Dec 2010- Nov 2012

- Providing technical supports to the customers on the Telephone.
- Provide support in the areas of workstation end user support, documentation, server support, network support and other requirements that may arise.
- Document common procedures that assist problem solving and Configuration scenarios.
- Report to IT Manager if any critical issues are emerging that may affect our business continuity.
- Participation in team meetings within the organization.
- Participate in the developing and reviewing the policies and procedures of the organization.

Senior Investigation Officer
Tele Effect Limited Islamabad, Pakistan
June 2010- Nov 2010

- Providing technical supports to the customers on the Telephone.
- People management, including all HR related issues, as well as staff development.
- Dealing in personnel injuries involving traffic accidents, Insurance policies and dealing with their accounts
- Maintaining data for clearing
- Managing Training and Quality Dept.
- Floor Management / Supervision
- Delivery of team sales, service level components, quality and productivity targets and indicators.
- Responsible for all Human Resources related issues that affect team members including conducting appraisals, confirmations, promotions and terminations.

Telesales & Marketing Agent
Infospan Limited Islamabad, Pakistan
Jan 2008- May 2010

- Providing technical supports to the customers on the telephone.
- Handling daily operations of outbound Telemarketing Campaigns for Canadian and US based projects.
- Making sure quality of sales and designing the system to increase the quality work.
- Conduct performance reviews and team meetings on daily, weekly and monthly performances.
- Coordinate with HR and training to identify the systematic hiring improvement opportunities.
- Work with manager in order to enforce policies and procedures among his team members.
- Participate in training, cross training and coaching initiatives.
- Reconciliation of sales weekly and monthly.
- Forecasting, budgeting and planning to enhance performance for operations
- Daily, weekly and monthly reports to higher management and clients.
- Responsible for designing and implementing performance and reward management system.

- Designing a complete information management and labor planning systems.
- Developing sales methodologies in conjunction with the team.

Training and Achievements:

- Honored with Global Catering Sales Team Award from Marriott International in 2017.
- Honored with Best Catering Sales Team of the year 2017 within Middle East and Africa Region
- Received a Strong Performer in Annual Performance Development Review (PDR's) in CCS department for 2015, 2016 and 2017.
- Awarded as the best employee of the 3rd quarter 2015 in The Ritz-Carlton, Bahrain.
- Certified CCS Learning Coach for three consecutive years.
- Completed cross training certification in CCS department.
- Participation in several Community Footprints programs at The Ritz-Carlton, Bahrain.

Education:

2010 - Bachelor in Commerce (B.Com)

University of Punjab

2007 - Intermediate in Computer Sciences (ICS)

P.C.I.T

2005 - Matriculation

Army Public School (A.P.S)

Computer skills:

Window OS, Microsoft office, Outlook, Power Point, Opera PMS and Sales and Catering, Meeting Matrix.

Languages:

English, Urdu, Punjabi, Hindi.

Reference available upon request.