

# EDWARD DONALD RODRIGUES.

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## Personal Details.

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- Permanent Address : H no 75 Kalina, Koloverly  
Village Santacruz (E)  
Mumbai- 400 098
- Contact : +971 56 6087697. (U.A.E)
- Date of Birth : 20<sup>th</sup> Oct 1981.
- Linguistic Proficiency : English, Hindi, Marathi & Arabic (Basic)
- Marital status : Married
- E-mail Address : [edward81@rediffmail.com](mailto:edward81@rediffmail.com)
- Passport Details : No R 8088166.
  - 1. Date of Issue : 03/07/2017.
  - 2. Date of Expiry : 02/07/2027.
- Nationality : Indian.
- Driving License : LMV (U.A.E) license



## Objectives

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To be a part of a reputed, well established company where my skills and capabilities can be develop and maximized effectively preferably related to my chosen field or any related assignment that is suitable to my qualification.

## Profile

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A professional with over ten years of working experience in the hospitality industry. A proven track record demonstrating my managerial and coaching skills derived from working, managing and coaching a diversity of groups. Furthermore it shows my ability to direct, run and oversee the Front Office Department and forecasts, boasting the overall performance results through several projects and activities, and an eagerness to take on additional and preferable new and challenging responsibilities

- Self-motivated, with keen attention to details and has the initiative to learn.
- Can work well with other people, Has good communication skills
- Computer Literate & Customer oriented and has a good interpersonal skills
- Has eagerness to be train and learn new skills and ideas
- Responsible enough to meet work deadlines & goal-oriented
- Patient and willing to work long and shift hours

## Educational Qualification

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- 📖 Passed S.S.C from Maharashtra Board in the year March'98.
- 📖 Passed H.S.C from Maharashtra Board in the year Feb'2000.

## Achievements

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- Employee of the month September 2009 (Ibis) & 2017 in Dubai Duty Free
- Successful opening of Ibis & Suite Novotel Mall of Emirates on 31<sup>st</sup> may 2009
- Successful opening of The Palace the old town managed by The Address on October 2007
- Promoted as Asst. Night Manager on November 2010

## **Trainings Attended**

- Telephone Techniques & Handling Complaints
- Fidelio Training, Opera Training & Pro-Logic Training
- Supervisory tool kit 1 (Facing the Managerial challenge)
- Supervisory tool kit 3 (Decision making, developing ownership)
- Welcoming the guest & Handling Objectives, Training moments on the Job
- Fire marshal & First Aid training with First security group
- Sales Excellence & Sales essentials (Growing from teller to seller)

## **Work Experience**

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- Worked for “**Dubai Duty Free**” as Sales Assistant and then promoted to Dedicated Merchandiser from 25<sup>th</sup> October 2015 till 8<sup>th</sup> October 2020
- Worked for “**Orchid Vue Hotel**” as Night in charge in Pre-opening Team from 1<sup>st</sup> December 2014 till September 2015
- Worked for “**Ibis & Novotel Hotel Al Barsha**” **API Hotels & Resorts** as Duty Manager from September 2011 till 15<sup>th</sup> December 2012.
- Worked for “**Ibis & Suite Novotel Hotel Mall of Emirates**” **MAF Hospitality** in a pre-opening team from 28<sup>th</sup> Feb’09 till date (promoted from Front office Supervisor to Asst. Night manager on 1<sup>st</sup> Nov’10).
- Worked for “**The Palace (The Old Town)**” hotel near Burj Dubai as a pre-opening team with “**Sofitel**”, presently managed by “**The ADDRESS Hotel & resorts**” in the Front Office from 28<sup>th</sup> August’07 till 14<sup>th</sup> Feb’ 09.
- Worked for “**K-Porte Inn Hotel**” Dubai (Deira) as a “Reservation Executive” in charge of Reservation & Front Desk , from 13 May’05 till 18<sup>th</sup> March’07
- Worked for “**Livewel Aviation Services**” in contract with Air-India, Indian Airlines & Jet Airways for 6 months. (Mumbai)

## **Jobs Responsibilities**

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- To assist the department head in managing and ensuring smooth operation in hotel
- Handles any guest complaints and remarks, Anticipates guests needs and takes them into consideration, if necessary to direct complaints to management
- Assist with maintaining budgets and control of financial aspects through cost effective and efficient front office operation
- Attend to crisis or emergency situations and perform service recovery.
- Supervised and assist Guest services assistants, Ensure proper training and procedures are in place to provide quality service (TWI) to new GSA’s & responsible for cashiering job as well.
- Maintain consistency of service during shift
- Be aware on relevant information in order to assist guest
- Assist guest for the flight reservation and confirmation.
- Compile, analyze and present data for the strategic sales plan, monthly reporting, annual goals, sales and marketing budget, forecasts and other reports as requested
- Review all audits and reconciliation of daily sales transactions , Balance registers
- Preparing reports for the management for the last nights operations.
- Handling Cash counter , replenishing the Stocks, Checking expiry of perishable items.
- Looking after the display of the current promotions as per the planogram and reporting to the supplier about the monthly sales and product reviews from the airport passengers

**(References can be furnished upon request)**