SANIL ALI

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Visa status : Own Visa

PROFESSIONAL SUMMARY

Friendly and outgoing guest ambassador with more than ten years of customer service experience. Diligent and disciplined with good record keeping and time management skills. Proven history of reliability, friendliness and extensive knowledge of hospitality industry. Active listening and analytical problem solving skills. Enhances customer experiences by employing service oriented behaviors, understanding customer desires and providing customized solutions to build loyalty.

WORK EXPERIENCE

Guest Ambassador, March / 2013 to April / 2020

Emaar, At The Top, Burj Khalifa - Dubai, United Arab Emirates

- Welcomed, greeted and assisted guests in high-traffic reception.
- Provide the highest standard of guest service presence at all times.
- Helped more than thousands of guests every nine hours duty time by approaching Conversations with a positive attitude and smile.
- Deal with a wide range of VIP guests and many nationalities.
- Doing ticketing and guest service.
- Assist with sales guidance and transaction.
- Monitored cash drawers in multiple checkout stations.
- Maintaining a high level of cash handling ability.
- Uphold company brand, culture, vision, values and policy.
- Professionally handle the flow of guests in a busy and demanding environment.
- Delivering consistently exceptional guest service and ensuring a great guest Journey, resolving complaints and issues when necessary.
- Provided ongoing guest service including ticketing advice.
- Kept reception and ticket scanner areas clean, tidy and professional in appearance to Maximize worker.
- Efficiency and promote guest engagement.

- Retrieved tickets and directed guests to at the top, Burj Khalifa locations.
- Reviewed tickets and provided directions to different facilities.
- Helped to create entertaining, fun and memorable guest experiences.
- Developed highly empathetic guest relationships and earned a reputation for exceeding service standard goals.
- Responded to guest requests for products, services and company information.
- Provided primary guest support to internal and external guests in a fast-Paced Environment.
- Provided accurate information about promotions, guest programs and products, helping Drive high guest retention.
- Collaborated with staff members to enhance guest service experience and exceed Team goals through effective client satisfaction rates.
- Cross-trained and backed up other customer service managers.
- Promoted superior experience by addressing guest concerns,
- demonstrating empathy and resolving problems swiftly.

Sales Associate, August / 2010 to December / 2012
SBK Digital, Deira City Center - Dubai, United Arab Emirates.

- Welcoming customers and checking their needs.
- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
- Analyzed and properly processed product returns, assisting customers with finding alternative merchandise to meet needs.
- Applied security and loss prevention training toward recognizing risks and reducing store theft.
- Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.
- Maintained records related to sales, returns and inventory availability.
- Maintained organized, presentable merchandise to drive continuous sales.
- Tracked stock using company inventory management software.
- Delivered a high level of assistance by locating products and checking store systems for merchandise at other sites.
- Prepared merchandise for the sales floor by pricing or tagging.
- Engaged with customers to effectively build rapport and lasting relationships.
- Processed product returns and assisted customers with other selections.
- Describe merchandise and explain use, operation, and care of merchandise to customers.

- Advise on the availability of stock and any special promotions.
- Help customers to find the goods they want.
- Give information on products and prices.
- Stack shelves or make sure goods are attractively displayed.

SKILLS

- Easily touching guest.
- Able to work under pressure.
- Motivated and team worker.
- Customer Relations.
- Credit card processing.
- POS systems expert.
- Money handling abilities.
- Record keeping strengths.
- Complaint resolution.
- Fluent in English.

- Strong aim to acquire guest satisfactions.
- Flexible and with a very proactive attitude.
- Success-driven, fast-paced, and performs well.
- Problem solving skills and a self-starter.
- Able to work unsupervised or in a team.
- Enjoy a dynamic and changing environment.
- Excellent written and verbal communication.
- Safety standards and protocols.
- Ability to handle multiple tasks.
- Professional telephone demeanor.

EDUCATION

- Bachelor of Arts (History) –Calicut University. Kerala, India.
- Higher Secondary School Certificate –Kerala, India.
- Secondary School Certificate – Kerala, India.

TECHNICAL QUALIFICATION

- MS-word, MS-Excel and MS-Power point.
- Adobe Photoshop, AutoCAD and 3Ds Max.

LANGUAGE

- English   : Read, write and speak-fluent.
- Hindi   : Read, write and speak-fluent.
- Malayalam   : Read, write and speak-native.
- Arabic   : Speak-business needs.
- Russian   : Speak-basic.

PASSPORT DETAILS

- Passport No   : R2400975
- Place of issue   : Cochin, Kerala, India
- Date of Issue   : 25-01-2017
- Date of Expiry   : 24-01-2027

PERSONAL INFORMATION

- Father's Name   : Alangatt Ali
- Date of Birth   : 24/12/1985
- Height   : 5'9"
- LMV license   : Indian and UAE driving license

CAREER VISION

I would like to achieve an important position in a customer service industry which wills me to utilize my creative educational and interpersonal skills for this service industry and thereby making tangible values from the organization I choose to work. And excel in the chosen field of work and to exceed the exceptions of the company, colleagues and subordinates by optimizing the productivity achieving targeted budgets with the available resources.