



**MUHAMMAD BIN YOUSAF**  
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### **CAREER OBJECTIVE:**

To become a part of a dynamic group where I could further explore the skills and capabilities, which I gained in the whole working career and in present job experience, and to serve in a challenging work environment with equally vast opportunities of career development based upon achievements results.

### **CAREER PROFILE/SKILLS:**

Microsoft Word, PowerPoint, Opera PMS, Munshi10, Interpersonal Skill, Team leadership, Confident and Problem resolution, Data management, Public speaking, Product testing, Risk management processes and analysis, Conflict resolution, Budgeting and finance, Document scanning.

### **PROFESSIONAL WORK EXPERIENCE:**

**Organization:** Flying International LTD  
(Travel Agent)  
**Tenure:** MAR 2018-AUG 2018  
**Designation:** Ticketing Officer  
**Responsibilities**

- Responded to customer requests via telephone and email.
- Always greet and welcome guests promptly in a warm and friendly manner.
- Assist guest with table reservation.
- Ensure guest is serviced within specified time.
- Take quick action on guests' problem and solve it immediately.
- Entered details such as payments, account information and call logs into the computer system.
- Obtained documents, clearances, certificates and approvals from local, state and federal agencies.

**Organization:** PC Bhurban Hotel  
(Hospitality Industry)  
**Tenure:** NOV 2017 – FEB 2018  
**Designation:** Guest Service Officer  
**Responsibilities**

- Responded to customer requests via telephone and email.
- Assist guest to stay with us again
- Meet and greet all guest upon arrival and departure.
- Ensure that all facilities are available to the guest.
- Always greet and welcome guests promptly in a warm and friendly manner.
- Always thank and give fond farewell to guests conveying anticipation for their next visit.
- Assist guest with table reservation.
- Ensure guest is serviced within specified time.
- Take quick action on guests' problem and solve it immediately.
- Entered details such as payments, account information and call logs into the computer system.

- Obtained documents, clearances, certificates and approvals from local, state and federal agencies.

**Organization:** **Tabeer Tourism**

**Tenure:** FEB 2014 – APR 2015

**Designation:** Guest Relation

**Responsibilities:**

- Implemented marketing strategies which resulted in 12% growth of customer base.
- Help guests make reservations over the phone and input online information and reservations into the computer system
- Ensuring and providing flawless, upscale, professional and high class guest service experiences
- Analyze customer's feedback and providing strategic direction to continuously improve rating.

**ACADEMIC EDUCATION:**

<u>DEGREE/CERTIFICATION</u>	<u>EXAMINING BODY:</u>	<u>YEAR</u>
<i>Graduate Diploma in Hospitality Management</i> <i>Coursework:</i> Hospitality and Tourism Management, F&B Operations, H&T Marketing, Mastering Communication, Front Office Operations, Accounting, Computer Applications	<ul style="list-style-type: none"> <li>➤ College of Tourism and Hotel Management (COTHM)- Islamabad, Pakistan</li> <li>➤ Confederation Of Tourism &amp; Hospitality (CTH) LEVEL 6 Professional Diploma In Tourism and Hospitality Management- UK</li> </ul>	2016 – 2018
<i>Intermediate (HSSC), computer science</i>	Sheikh Khalifa Bin Zayed Arab Pakistan College, Abu Dhabi, UAE	2012 - 2015
<i>Matriculation (SSC), Science</i>	Sheikh Khalifa Bin Zayed Arab Pakistan College, Abu Dhabi, UAE	2010 - 2012

**ADDITIONAL SKILLS:**

- **MS Office** (All versions, esp. MS Word, MS Power Point and MS Excel)
- **Opera PMS** (Reservations, Checked In-Out, F&B and Housekeeping)
- **Soft skills** Interpersonal Skill, Communication Skill, Team Management, Confident, Problem Solving, Facilitating Skill and Presentation Skills

**PERSONAL INFORMATION:**

Date of Birth: 24<sup>th</sup> Nov 1995  
 Marital Status: Single  
 Nationality: Pakistan  
 UAE Driving License: Yes  
 Language: English, Urdu, basic Arabic.

**REFERENCES:**

Provide as per demand.