



## Thiha Tun

**Nationality:** Burmese (Myanmar) **Date of birth:** 03/03/1989 **Gender:** Male

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**Work:** CBH Business Centre, 48, Burj Gate, Business bay, Downtown-1612 CBH  
Business Centre, 48, Burj Gate, Business bay, Downtown-1612, 00000 Dubai (United Arab Emirates)

### ABOUT ME

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Results-driven professional focused on delivering exceptional support for customer needs. Successfully manages concerns and resolves conflicts to maximize customer satisfaction. Offers strong background in customer relations and communication. Detail-oriented professional with bilingual abilities combines with integrity as frontline corporate representative

### WORK EXPERIENCE

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#### Property manager

**Be My Guest Holiday Homes** [ 01/08/2023 – Current ]

City: Dubai | Country: United Arab Emirates

#### Property manager

**First Class Vacation Homes Rentals** [ 15/08/2021 – 13/07/2023 ]

City: Dubai

#### Hotel concierge

**Anantara The Palm Dubai Resort** [ 02/05/2019 – 10/07/2021 ]

City: Dubai | Country: United Arab Emirates

#### Hotel concierge

**Grand Hyatt Qatar Doha** [ 08/09/2016 – 11/03/2019 ]

City: Doha | Country: Qatar

#### Bellman

**Novotel Hotel** [ 05/08/2013 – 15/06/2016 ]

City: Dubai | Country: United Arab Emirates

### EDUCATION AND TRAINING

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#### Bachelors of Arts

**East University Yangon Myanmar** [ 01/03/2008 – 07/08/2013 ]

City: Yangon | Country: Myanmar/Burma | Website: <http://www.EastUniversity.com> | Level in EQF: EQF level 3

### LANGUAGE SKILLS

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**Mother tongue(s):** burmese

**Other language(s):**

**English**

**LISTENING C1 READING C1 WRITING C1**

**SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1**

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## **DIGITAL SKILLS**

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Microsoft Office

## **COMMUNICATION AND INTERPERSONAL SKILLS**

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### **Emotional Intelligent**

Handling Guest Complaint & Arrival Experience Helpful Hospitality professional driven to cultivate exceptional service. Works effectively to address patron concerns and foster loyalty. Proven success in managing complex requests with grace and efficiency. Polished Hotel Concierge with exceptional qualifications in hospitality management. Dynamic and personable and well-versed in travel arrangements.

## **DRIVING LICENCE**

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**Driving Licence:** B 16/03/2022 – 16/03/2029

## **MANAGEMENT AND LEADERSHIP SKILLS**

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### **Team Lead**

Management and Leadership Skills Manage and Leadership Skills Understanding the job Recognizing Differences Customer Focus Team management Leadership and Development Ability to handling customer complaint Assisting Concierge and Guest Service Agent description...

## **ORGANISATIONAL SKILLS**

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### **Good Time Management**

Organisational skills Results-driven professional focused on delivering exceptional support for customer needs. Successfully manages concerns and resolves conflicts to maximize customer satisfaction