



Abishek Kumar Yadav

OBJECTIVES

To utilize my knowledge and ability in challenging positions, in responsible work with potential growth. Given the opportunity, I do believe that I can offer and exceed the productivity and or valuable input timely result, and remarkable achievement, thus contributing to the prosperity of my career and to the business. Energetic employee well-versed in strong contact and organization skills. Committed to seeking solution to problem and applying extensive analytical knowledge to findings.

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WORK EXPERIENCE

Tour Guide/ Customer Service EXPO2020/Barker Langham

11/2021 - 03/2022

Dubai, UAE

- worked closely with the management staff of Barker Langham to create new and lucrative tours, including the school tour guide.
- Providing information through narratives on various sites throughout the Expo 2020 Dubai area, relaying little-known stories that were received.
- Answered questions, pointed out important features, and offered further details about special exhibits to educate students.
- Researched and studied topics that pertained to tour locations so that information could be added to scripts.
- Trained apprentice guides so they better understood the information to present to students and visitors.
- learned new skills and applied to daily tasks to improve efficiency and productivity.
- worked to maintain an outstanding attendance record.

Sale's Promotors/E-Commarce Sun and Sand Market

04/2021 - 11/2021

Dubai, UAE

- Maximized sales for sports items by effectively promoting unique advantages over competitor products.
- I interacted and engaged with customers, providing guidance and product insights to influence purchase decisions.
- Designed display area of promotion, consistently ensuring visual appeal of products.
- Addressed product concerns and utilized persuasive techniques to turn patrons into paying, satisfied customers.

Front office/customer service Clark Inn Hotel

02/2019 - 03/2021

Moradabad, India

- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.
- Answered customer telephone calls promptly, improving on-hold wait times and enhancing customer satisfaction.
- Reponded promptly to enquiries from clients, members and staff via email, post fax
- Provided warm, positive customer care from arrival to departure,encouaging return visits and repeat spending.
- Cultivated customer loyalty through exceptional service, promoting repeat custom and improved sales.

PROJECTS

School operation in Expo 2020 Dubai as a Tour Guide (11/2021 - 03/2022)

SKILLS

Leadership

Communication skill

Problem solving

Time Management

Team Work

Data analysis

Computer Proficiency

EDUCATION

MBA (Master's in Business Administration)
(04/2021 - 03-2022)

Human resources Management

BBA(H.M) (04/2016 - 02/2019)

Hotel Management

+2 In Management (04/2014 - 04/2016)

Management

CERTIFICATES

Certificate of Appreciate as a Tour guide of
Expo 2020 (11/2021 - 03/2021)

certificate of completion (11/2021 - 03/2022)

LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

NEPALI

Native or Bilingual Proficiency

INTERESTS

Travelling

Playing Volleyball

Cooking

Photography

Cycling