



Zakiy Shaikh

Mumbai - India

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Ambitiously seeking to apply my skills in a challenging environment where my professional experience will be extensively utilized to provide quality service in hospitality industry and to enhance my knowledge for the benefit of the organization I work for and my career growth.

- Experience in working with tight deadline with limited resources.
- Organized, proactive, hardworking, focused & having attention to detail with proper sold out management ensuring the smooth operation.
- Implementation & Management of Standard Operating Procedure.
- Recruitment, Training & Development and Performance Management.
- Highly experience and advance user of OPERA Property Management System & MICROS, MARSHA (Marriott Advanced Reservation System for Hotel Accommodation) HOTSOS, Espresso, Oracle, Blue cube, Birch Street, OASYS, FBM & JANA.
- Advance user of Microsoft Office applications like (Word, Excel, Outlook, PowerPoint, etc.)
- Proficient of English language including Hindi & Urdu, along with basic Arabic.

Professional Experiences

MEDIA ONE HOTEL, DUBAI MEDIA CITY, UAE

A four-star, premium hotel in the heart of Dubai offering luxury accommodation with 264 rooms including 10 Calm & Chill out suites, along with the 8 vibrant food & beverage outlets offers collection of culinary & nightlife choices.

Assistant Front Office Manager - Sep 2018 till date.

Night Operations Manager - March 2015 till August 2018.

In the capacity of above positions, I have gained wide experience and proven my skills managing the smooth Front of the House & Rooms Operations (Front Desk, Concierge, Guest Relations, Valet, Operator & Guest transport), carrying out the Night Audit and preparing the Hotel for the next business day and assisting the departmental Managers and supervisors in the handling of guest complaints and disturbances as required by various food & beverage outlets.

Achievements:

- Year on year increase and drives Room Revenue through TSA up selling program as below:

Year	Revenue	ARR %	REV PAR IMPACT
2015 (71% OCC)	AED 1046920	9.9 %	2.6 %
2016 (73% OCC)	AED 1238870	12.29 %	3.54 %
2017 (72% OCC)	AED 1264509	12.80 %	3.40 %
2018 (75.2% OCC)	AED 1156955	14.20%	3.60%
2019 (75% OCC)	AED 1193550	17.40%	4.40%

- Successfully implemented Loyalty Program to convert OTA bookings into direct reservations, saving huge amount in OTA commissions.
- Successfully implemented HOTSOS (Hotel Service optimization System), GET MY MESSAGE, and Green Hand program in order to improve Housekeeping & Engineering productivity.
- Successfully driven GSS, Trip advisor ranking from 150 to 60 and Booking.com score to 8.9.

Grosvenor House A JW Marriott Hotel, London, UK

A five-star, luxury hotel located on Park Lane, with 494 rooms including 74 suites with one of the biggest conference & banqueting spaces across Europe.

Night Duty Manager Nov 2012 – May 2014

Previously worked as a Front Desk Supervisor Feb 2012 – Oct 2012 and AYS Agent/AYS Shift Leader Oct 2009 – Jan 2012 at *Grosvenor House A JW Marriott Hotel, Park Lane, London, United Kingdom.*

Educational Qualification

- Post Graduate Diploma in Business Administration.

London College of Business & Finance - October 2008 (UK)

- BMS - Bachelor of Management Studies.

Specializations - Marketing & International Finance.

Mumbai University – April 2003 (India)

- Higher Secondary School - A Levels – Commerce Stream – Economics (B), Book Keeping & Accountancy (B), English (B), & Secretarial Practice (B), *Mumbai Board – April 2000 (Mumbai, India)*

Additional Trainings & Achievements

- Successfully completed Marriott **Essential Skills for Managers and Supervisors** 2011-2012.

- Completed '**Marriott Service Excellence Training**'.
- Successfully completed **National Rescue Standard First Aid at Work** awarded by STA (Safety Training Awards).
- Successfully completed **Business Writing Skills**, certified by Professional Communication Training, Impact London.
- Successfully completed **Risk Management: Bomb Threat & Armed Attacker Active Shooter** Training.
- Awarded Marriott Associate of the Month Heart of House– September 2010 and January 2011.
- Awarded Marriott Associate of the Month Front of House – April 2013.
- Nominated thrice associate of the Year 2011, 2012 & 2013 at Grosvenor House A JW Marriott.
- GM Appreciation letter from Media One Hotel.
- Front of house essentials & Guest experience Fundamentals – Typsy – April 2020.

References

Stefanie (Endres) Petrie, Front of House Manager, Grosvenor House A JW Marriott Hotel, London, UK. Tel: +44(0)20 7499 6363 Email: stefanie.petrie@marriotthotels.com

Lynne McGarvey, Head of SWAT (HR), Media One Hotel, Dubai, UAE - Tel: +971 44271000 Email: lynne@mediaonehotel.com