Curriculum Vitae



**Name : FARHAN SHEKH**

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# Objective

I am seeking a challenging position to utilize my skills for organization and individual growth. Recognized throughout career for being a visionary and team building skills. I will provide my efficiency in an organization that gives me an opportunity for self-improvement and leadership. Adapt at conveying complex concepts in a simple and compelling manner.

**Educational Qualification**

* BSC Computer Science from PG Collage Mandsaur (Vikram university)
* Completed Higher Secondary from Education Madhya Pradesh Board Bhopal 2014.
* High School from Madhya Pradesh Board of Education, Shamgarh.2012.

**Professional Qualification**

* Diploma in Hospitality and customer service Management from Frankfinn institute of air hostess training center, Indore.
* Travelport Galileo GDS Basics & Advanced Course fromFrankfinn institute of air hostess training center, Indore.
* Certificate of **N.S.D.C ( National Skill Development Corporation)** as a Front Office Associate.
* Got a certificate of “Udaan” customer interaction program at Frankfinn institute of air hostess training center, Indore.

# Experience

* **2.7 years of working experience With Ginger Hotel Indore, (IHCL Brand) as a Guest Service Associate.**
* **Working Experience in SAP (Systems Applications and Products in Data Processing)**
* **Computer Knowledge of MS – Office**
* **Supervised housekeeping staff 6 month in ginger hotel.**

**KEY RESPONSIBILITIES**

* Welcome guests during check-in and giving a fond farewell to guest while check-out
* Offering level of comfort and hospitality to guest to achieve total satisfaction at all times.
* Maintain the Log Book and effective follow up system, Check the daily arrival list and monitor all VIP movement.
* Co-ordinate with departments like Security and Housekeeping and Maintenance to ensure that all the security, hygiene and aesthetic standards of the hotel are met.
* Act as a ‘One Point Contact’ for the guest, constantly interact with guests in order to solicit feedback.
* Prepare reports on Occupancy, Average rates, Reservations etc
* Monitor daily performance and manage revenue through revenue
* Ensure through regular monitoring of GSTS and feedback, prompt, efficient and accurate service to all guests.
* Monitor the business of competition hotels in terms of new accounts and rates.
* Ensure that all the operational standards set for all the processes are followed.

# Professional Achievement

* **Got Employee of the month in February -21 In Ginger hotels (IHCL).**
* Got second position in 4\*100 Rile race in state level.

***Hobby***

* **Gymming.**
* **Bike Riding.**
* **Travelling.**

***Key skills***

* **Good communication skills.**
* **Flexible and work well in team.**
* **Have ability to multitask.**
* **Flexible in every shift.**

**Declaration**

I am Farhan Shekh, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Farhan Shekh

From- Indore, Madhya Pradesh

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