



## **ABDUR RAKIB**

### **FRONT DESK INTERN**

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### **Professional Summery**

Organized Holier with strong interpersonal and computer skills. Background in customer service and support and accustomed to managing difficult client situation.

### **Skills**

- Hotel operations and management.
- Multitasking skills.
- Customer Service.
- Team Player
- Communications Skill.
- Office Technology skills.
- Diligent.
- Bookeeping Skills
- Scheduling
- Efficient
- ONQ knowledge

### **Personal Information**

- Date of Birth : June 30 1997
- Civil Status : Single
- Citizenship : Indian

- Language : Proficient in reading, writing, and speaking Assamese, English and Hindi. Knowledgeable in basic franc, urdu and Arabic.
- **Attitudes** : Goal-oriented, level-headed, quick to adapt and resourceful

### Work History

- Front Desk Intern : The Hilton Bangalore Embassy Golf links.  
5 November 2019 to 5 April 2020
  - Greeted guest and provided them with information and superior service
  - Resolved service related problems in a timely manner and accommodated guest request.
  - Collaborated with maintenance and housekeeping to ensure satisfactory guests service.
  - Answered Phone Calls, greeted guests and handled all front office responsibilities
  - Reviewed account information and charges with guests during check-out.
  - Managed the office database, mail and the physical setting of the front office.

### Education:

- HS from Jharkhand open university in 2017
- Diploma in Computer Applications.
- Diploma of Science: Hotel, Restaurant and Institution,

### Accomplishments

- Intern of the months
- Three time appreciated for excellent service during the internship.

Date:

Thank You

*(Abdur Rakib)*