

## **KAIF ASLAM**

**Address:** Al Muroor Villa-20, Abu Dhabi (UAE)

**Contact Details:** +971581628408, +919888558879

**Email ID:** [kaifaslam3@gmail.com](mailto:kaifaslam3@gmail.com)

**UAE Driving Licence Holder**



## **SUMMARY:**

A Competent profession with more than 5 years of experience in Operation Management /Team Management/ Client Relationship/ Process Management/ Vendor Management/ Data reconciliation/ Sales. Currently looking to join an exciting and ambitious company that will reward accordingly for the abilities, commitment and hard work.

## **Professional Highlights:**

- Managing and taking care of all the facilities provided by OYO to HUB71
- Have been appreciated by the customers at various occasions for providing timely help and being a go to person for any queries
- Always ensuring 100% client satisfaction
- Always ready to take up new challenges and quick learner

## **PROFESSIONAL EXPERIENCE:**

### **OYO Vacation Homes LLC:**

#### **Assistant General Manager (Operations)**

##### **June 2020-Present: Abu Dhabi, UAE**

- Single handedly taking care of all the operations, finance, transformation lead and ensuring all the facilities provided to the guests are met.

##### **September 2018-May 2020: Dubai, UAE**

#### **Job Responsibilities:**

##### **Customer Management**

- Customer Experience/Shifting/CID.
- Ensuring 100% resolution of calls made by guests through captain feature
- Ensuring core OYO promises are met all the time for each property and every guest (even going out of the way to meet them)
- Updating correct location (address), amenities & restrictions in CRS
- Overseeing that the housekeeping staff is carrying out their tasks of maintaining a clean environment

##### **Process Adherence**

- Property Handover only after complete TR & Owner expectations meet with BD
- Regular factual Krypton Audits + Closure of Investigations in defined timeline + Guest recommendation calling
- Revenue leakage prevention and reporting
- Regular reviews and discussions with owners on property performance
- Training and performance management of property staff
- Ensure adoption of key initiatives - checklists, cleaning chemicals, staff engagement program etc

##### **Transguard Group LLC (Emirates Group): June 2018 – Sep 2018**

#### **Traffic Admin (The Dubai Mall by EMAAR)**

Dubai, U.A.E

#### **Job Responsibilities:**

- Greeted and directed appointments, vendors and office visitors
- Composed, prepared, edited, and distributed correspondence and other department documents
- Data entry of MIS and answered multiple console telephone system
- Ordered and distributed office supplies
- Allocating daily tasks to volunteers
- Responsible for maintaining a disciplined environment

##### **Axis Bank Ltd.: June 2016 – May 2018**

#### **Relationship Manager**

Chandigarh, India

#### **Job Responsibilities:**

- Responsible for meeting / exceeding targets as agreed. Plan and implement sales strategies with the team to achieve targets
- Provide a comprehensive, multi-product banking solution to companies for their employees for loans, insurance products etc
- Researching the latest products and regulations and looking for new sales opportunities
- Excellent communication and convincing skills
- Customer engagement activities and complying with the procedure and processes
- Taking care of HOME LOAN/LAP/BL/PL and Preparing file and generation of daily MIS
- Co-ordination with DST, Credit and Operations in banks
- To take care of disbursement of the files in all respect, to keep record of all the rejected and approved cases

**HDB Financial Services:** March 2015 – May 2016

**Senior Relationship Officer**

Chandigarh, India

**Job Responsibilities:**

- Taking care of HOME LOAN/LAP/BL/PL
- Preparing file and Generation of daily MIS
- Co-ordination with DST, Credit and Operations in banks
- To take care of disbursement of the files in all respect
- To keep record of all the rejected and approved cases
- To maintain relationship and achieve customer satisfaction

**Technical Skills:**

- Good mathematical skills
- Microsoft Word, Microsoft Excel, Microsoft Power Point

**EDUCATIONAL QUALIFICATION:**

- **Bachelor of Computer Application (BCA)** - Punjab Technical University
- **General Certificates of Ordinary Level**

**PERSONAL PROFILE:**

Date of Birth: 31 August 1992

Nationality: Indian

Languages: Fluent in English, Hindi, Urdu and Punjabi

Hobbies: Fitness lover, Swimming, Travelling, Watching Movies