

# Mohd Akil Sheikh

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## CAREER OBJECTIVE

Enthusiastic and committed individual seeking a responsible position in hospitality industry to utilize my refined, articulate, and professional disposition in the provision of exceptional service to customers.

## EDUCATION AND TRAINING

- ◆ Bachelor of science [PCM]  
59% / 100% [ Ram Manohar Lohia Avadh University Faizabad Ayodhya ]
- ◆ 10+2 Grade  
74.4% / 100% [ Adarsh Inter College Rudauli Faizabad ]
- ◆ 10<sup>th</sup> Grade  
77.7% / 100% [ Adarsh Inter College Rudauli Faizabad ]
- ◆ Certification Course in front office management  
A+ grade [Indian institute of Computer & Technology Lucknow ]
- ◆ Fifteen days of Training Qualified as a GRE  
From oyo employment services.

## IT SKILLS

- ◆ MS Office ( Excel, Word, Powerpoint, outlook )
- ◆ Email, internet troubleshooting, fax.
- ◆ Menson ( Hotel Management Software )
- ◆ Hands on experience of office tools (printers, office tools)

## STRENGTH AND SKILLS

- ◆ Good personal presentation and communication skills
- ◆ Friendly, Courteous and Service Oriented
- ◆ Calm ,efficient, & organized with great attention to detail
- ◆ Professional manner with an emphasis on hospitality and guest service
- ◆ Ability to coordinate efficiently with different teams
- ◆ A person with can-do attitude
- ◆ Management Adaptive

## PROFESSIONAL EXPERIENCE

**Capricorn Logistics Pvt Ltd (Infinity Translogistics LLP (Import )      Dec 2020 to till date**  
**Customer Relations Executive**

- ◆ Execute transportation assistant duties to the freight department.
- ◆ Assist transportation department in managing and coordinating shipments.
- ◆ Resolve customer issues relating to transportation of their goods and products.
- ◆ Prepare and verify shipment documentations of outbound freight.
- ◆ Receive and verify all inbound freight documentations and bills of lading.
- ◆ Check and verify goods received at warehouse as against the accompanying documents.

- ◆ Inspect goods or products received for breakages or damages.
- ◆ Track and communicate all shipments to the appropriate personnel.
- ◆ Maintain all files, transportation documents and reports in an organized manner.

**Front Desk Executive (Front of House)  
Vrindavan Hotels and Restaurant**

**Feb 2019 to May 2020**

- ◆ Perform check-in and check-out activities
- ◆ Accommodate guest by greetings & assigning rooms
- ◆ Cash/ credit/Debit payments management
- ◆ Handle guest complaints and requests in a professional manner
- ◆ Sort general complaints and issues of workers and customers
- ◆ Coordinate group arrivals and departures in a timely fashion
- ◆ Receive and greet guests politely, leaving a positive impression of the firm in their minds
- ◆ Prepare the Standard Operating Manual for Guest Profile Update Report
- ◆ Prepare night audit, daily occupancy and variance reports.

**Guest Relation Executive ( Facility Management )  
Colliers international India pvt ltd**

**July 2018 to Nov 2018**

- ◆ Collecting visitors details and issuing visitor pass
- ◆ Making all the entities of guest check-in & check-out
- ◆ Inventory management of stocks of front of the house
- ◆ Supervising all operational area like gym, pool, mph, spa, game zone, kids play zone etc
- ◆ Set appointments for managers and clients per request , with due consideration to their schedules
- ◆ Contact with the staff at meetings and conferences to make arrangements for refreshment
- ◆ Collect emails and reply as per the instruction of seniors

**Guest Relation Executive (Front of House)  
OYO Rooms (Alcott Town Planners Pvt Ltd )**

**Nov 2017 to July 2018**

- ◆ Perform check-in and check-out activities
- ◆ Accommodate guest by greetings & assigning rooms
- ◆ Cash/ credit/Debit payments management
- ◆ Coordinate group arrivals and departures in a timely fashion
- ◆ Arrange accommodations in overbooked situations
- ◆ Receive and greet guests politely, leaving a positive impression of the firm in their minds
- ◆ Handle guest complaints and requests in a professional manner
- ◆ Sort general complaints and issues of workers and customers
- ◆ Coordinate special billing arrangements and request
- ◆ To train subordinates and conduct briefing sessions daily
- ◆ Prepare the Standard Operating Manual for Guest Profile Update Report
- ◆ Prepare night audit, daily occupancy and variance reports

**LANGUAGES KNOWN**

- ◆ English ( Professional working )
- ◆ Hindi ( Native)
- ◆ Urdu ( Professional expert).