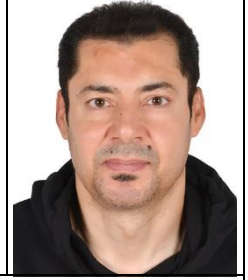


Muhammad Ali Habibgul (Ali Habib)



Gender: **Male**

Date of Birth: **February 02, 1982**

Languages: **English, Arabic, Urdu, Hindi**

Address: **Dubai Investment Park 1, Dubai**

With Valid UAE driving license

Marital status: **Single** Nationality: **Pakistan**

Visa status: **Residence Visa (Cancelled)**

Contact no.: **+971505012119**

Email: malibaba_40@hotmail.com

OBJECTIVE:

To obtain a position within a reputable organization with opportunities for growth and career advancement.

PROFILE:

A person who is creative, highly & self – motivated fast paced learner with good communication & interpersonal skills. Effective team player and able to work well individually.

WORK EXPERIENCE:

- **Hilton Dubai Jumeirah, Hilton Dubai The Walk & Pre-Opening of Hilton Dubai Palm Jumeirah**
Cluster Reservations Supervisor (August 2021 till March 2025)
 - Deal w/ all inquiries in a professional and courteous manner in person, on the telephone, or via email.
 - Administer all reservations, cancellations and no shows with company policy including ensuring all reservations are completed accurately and to the Guest's expectation.
 - Responsible for ensuring that the reservations team achieves or exceeds monthly sales targets.
 - Trains newly recruited reservations staffs in taking reservations and telephone etiquettes.
 - Handling No show and late cancellation / updating Stop sales list
 - Monthly reports / Upselling files
 - Conducting 1:1 coaching and feedback session bi-weekly basis
 - Handling complaints and GA files
- **Hilton Dubai Jumeirah, Hilton Dubai The Walk & Hilton Dubai Creek**
Joined as Cluster Visa Clerk in April 2013
Promoted as Visa Supervisor in January 2016 to July 2021
 - Handling and responsible for all the Guest's & employs family Visa inquiry, processing, printing, sending visa's & follow ups of payment & deposit settlement.
 - Handling the eDNRD online Visa's immigration system for the visas. Applying Visa's (English and Arabic both) Printing and sending to the Guest's and following the status Updates.
 - At the same time handling reservation, Corporates, direct inquiries (Email or call) OTA's, Extranets, Travel Agents. Processing proforma's, Payment follow ups, charging advance purchase, VCC, and working closely with the revenue and sales team for promotions, stop sales.
- **Ramada Jumeirah' Hotel – Al Mina Road Bur Dubai**
Reservations Agent / Visa Officer (01 June 2011 to 31 December 2012)
 - Responsible for the efficient Reservation of the hotel guest according to the established procedures.
 - Handling reservation queries (Fit & Group), Downloading reservation from My Portal, Direct Bookings via Email, on calls and through Fax, Making reservation, sending confirmations, Proforma Invoices, following the payment of the T.A's & Corporate Companies who is without Credit Facilities.
 - Sending information about hotel & packages.
 - Daily basis printing & following Reservation traces, No Show, Item Inventory Reports etc.
 - Responsible for Guest Visa's (Corporate, Leisure, Groups, and Via Management).
 - Receiving Proper Documents, Charges, Applications and applying in the EDNRD Immigration with valid requirements and keeping an eye on the Visa status till the Approval, for any minor problems visiting immigration office to rectify the visa issue well prior to the guest's arrival date. Working closely with the head PRO.
- **Ramee Group of Hotels & Resorts - Regent Palace Hotel Bur Dubai**
Sales Executive (December 2007 to Dec 2010).
 - Using Hotel Microsoft Outlook Express for Bookings Inquiries Quotation and Updated the Travel and Corporate Market as per the Lower Higher Seasons and Special Exhibition Availability and Rates for that short period.
 - Doing outdoor to meet with the new companies follow up the existing companies, meeting on appointments, sales visit, sales blitz to introduce the hotel and following it with proper contracts.
 - Making agreement establishing Credit facilities.

➤ **Capitol Group of Hotels Dubai – UAE (Broadway Hotel Deira Dubai)**

Front Office Receptionist (GRO) (September 2006 to December 2007)

- Keeping the front desk up to date as per D.T.C.M requirement.
- Oversees all daily Front desk operations including reception reservation
- Housekeeping / room checks and acts as Manager on duty in absence of the Hotel Manager.
- Collaborates with hotel manager on maximizing yield management strategies to achieve, revenue and forecasting integrity
- Displays leadership in quest hospitality exemplifies exceptional customer service, monitors quest satisfaction to identify area of improvement and to aid problem resolution.
- Works closely with hotel manager to constantly improve, execute and evaluate departmental policies, standards and procedures while all staff is continually informed of department objectives and goals.
- Trains, motivates and supervises front desk team while ensuring productive and profitability are maximized through optional scheduling and proactive planning.
- Collaborates success and recognized contributions of team members through regular assessment and performance evaluations.

➤ **Dubai Nova Hotel – Bur Dubai, UAE**

Front Office Receptionist (September 2003 to September 2006)

- Maintain close awareness of current industry and competitive trends initiating and leading improvement
- Reception staff supervision giving schedules and assignments, answer quest question about services, checkout times, the local community and other matters of public interest.
- Maintain an inventory of vacancies reservations and assignments, register arriving guest and assign rooms
- Answer inquiries regarding hotel and registration, by letter, telephone and in person, provide information about services available in the community and respond to quests complaints.
- Compile and check daily record sheets. Guest accounts, receipts and vouchers using computerized or manual system present statements of charges departing quests and receive payment.

EDUCATIONAL BACKROUND

- Higher secondary school Mardan, Pakistan - Secondary school certificate (SSC) school year 1996
- Government degree college Mardan, Pakistan – founder of Arts School year 1998 (FA)
- Government degree college Mardan, Pakistan Graduate College year 2001 (BA)

TRAINING:

- Lead 1:1 (Supervisor)
- Train the Trainer
- Cross Exposure in Front Office
- Buddy Trainer

EXPERTISE:

- ONQ PMS & ONQ R&I
- Fortune I.D.S
- Knowledge of Opera system.
- Time management skills
- Good Customer Service
- Upselling Champion
- Leadership & Communication skills
- Ability to learn quickly; work independently & adapt to change in a team environment.
- Full command on Hotel software ONQ ONQR&I, Excellent speed in sending Dubai police Guest data entry In English and Arabic.
- Excellent Negotiable Skills

HOBBIES:

- Cricket
- Gymnasium

REFERENCE: Upon request

I hereby attest all information written above is all correct and true to the best of my knowledge.

Yours sincerely,

Muhammad Ali Habibgul