



Umar Mughal

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Pakistani | Male | Married
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OBJECTIVE

Seeking a challenging position in an organization where I can utilize my experience carrying out assigned duties effectively and efficiently, add value to current services, enhance my skills, and grow professionally.

WORK EXPERIENCE

- Driver & Tour Guide-** Safarak Travel, Ras Al Khaimah (Feb 2022 - Mar 2024)
- Hotel Representative-** Safarak Travel, Ras Al Khaimah (Mar 2024 - Present)
- Valet Parking Driver-** Rixos Bab Al Bahr Hotel (Oct 2018 - Dec 2019)
- Concierge Agent-** Marjan Island Resort & SPA (Jan 2015 - 2018)

JOB RESPONSIBILITIES

- Welcome customers upon entrance and confirm reservations.
- Act as the point of reference for guests requiring assistance or information.
- Provide personalized solutions by suggesting activities and facilities.
- Answer phone calls, make reservations, and redirect calls as necessary.
- Inform guests about property amenities, services, and hours of operation.
- Handle all guest inquiries and requests in a professional and courteous manner.
- Deliver guest cars from parking upon request using valet tickets.
- Assist guests with luggage during pick-up or drop-off.
- Ensure guests check their belongings before leaving the property.
- Provide remedies to improve client satisfaction and resolve complaints.
- Ensure all guests have a positive experience at the hotel.
- Follow communication procedures, guidelines, and policies.
- Manage personal cleanliness and hygiene standards.

STRENGTHS

- Ability to work individually or as part of a team without supervision.
- Flexible and adaptable to different working environments.
- Confident and self-motivated.
- Good interpersonal and communication skills.
- Excellent knowledge of MS Office (Word, Excel, PowerPoint).
- Professional manner and outgoing personality.
- Available to work weekends, evenings, and shifts.
- Valid manual transmission driving license.

EDUCATION

- Completed Secondary High School
- 3-Year Diploma of Associate Engineer

References available upon request.