

Syed Haider Abbas Shah

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Career Objective

To join a dynamic and progressive organization offering ample opportunities for diversified experience, enhancement of professional skills and career growth.

Professional Experience

2013- Present Ramada Plaza Hotel **Karachi , Pakistan**
Duty / Night Manager

- Increasing service levels and compliance with Corporate policies and procedures.
- Oversees the Sales and Marketing activity and results.
- Leads and/or participates in sales and marketing strategy meetings.
- Participates in the efforts to secure business, as needed.
- Leads executive committee/department heads to ensure overall profit, service and team member satisfaction goals are met or exceeded.
- Facilitates meetings (i.e. Executive committee; Staff Meeting; All Team Member Meetings, etc).

2010-2012 Paradise Convention Centre & Complex **Islamabad,**
Pakistan

Manager sales and administration

- Lead and manage overall marketing.
- Facilitates the preparation of budgets and forecasts, Approve budgets.
- Defining and directing changes.
- Directs actions required to maximize profitability,

2006-2009 Enterprise Rent-A-Car **Miami, Florida, USA**
Manager Fleet Reservation Centre (fleet)

- Fleet Management.



- Sales and Marketing.
- Office Management.
- Handles various bookkeeping duties.
- Hiring of various staff.

**2000-2005 Fountainbleu Hilton Resort
USA**

Miami Beach, Florida,

Reservation Manager / Sales Manager

- Maintaining occupancy above 68%.
- Follow the offers that the resort offers to its clients.
- Greeted park patrons, answered questions and provided directions.
- Explain the facility that the resort provides to its customers.
- Achieving given sales goals on time.

**1996-1999 Hertz Rent-A-Car
Republic**

Santo Domingo, Dominican

Tele Sales and Marketing Manager

- Proven marketing, sales and leadership experience.
- Expertise cultivating and securing strategic business relationships.
- Offer exceptional communication and customer management skills.
- Broad experience creating and implementing sales and marketing plans.
- Trained new hires.
- Assisted supervisor with special promotions and deals.

**1993-1996 Caribbean Telephone Company Santo Domingo, Dominican
Republic**

Call Center Executive, promoted to Supervisor

- Excellent office administration skills
- Excellent interpersonal and communication skills
- Excellent customer service skills
- Strive for one-call resolution of customer issues
- Strike a positive and cooperative tone with both customers and coworkers
- Deliver world class customer service and build customer satisfaction and loyalty

Languages

- English (Fluent)
- Spanish (Fluent)
- Punjabi(Fluent)
- Sindhi (Fluent)
- Urdu (Fluent)



Academic Record

2006 – 2006	Enterprise Rent-A-Car, St. Louis (Missouri), USA. 3 Months Customer Care Course (CCC)
2004 – 2004	Miami Lakes Institute of Culinary Arts, Miami (Florida), USA. 6 Months course in Restaurant Management
2002 – 2004	Florida International University, Miami (Florida), USA. Diploma in Hospitality Management
1997 – 1999	Universidad Autonoma De Santo Domingo, Dominican Republic. Masters of Business Administration (MBA) – Secured 3.3 CGPA
1994 – 1996	Universidad Autonoma De Santo Domingo, Dominican Republic. Bachelor of Business Administration (BBA) – Secured 3.6 CGPA
1991 – 1992	St. Patrick's Govt. College, Karachi, Pakistan. High School Certificate (HSC) – Secured A grade
1989 – 1990	Nasra High School, Karachi, Pakistan. Secondary School Certificate (SSC) – Secured A+ grade

Skills

- Work well without supervision
- Bilingual English/Spanish with the ability to translate
- Ability to prioritize and remain focused on the essence of an issue
- Excellent with customer support services
- Skilled at learning new concepts quickly while working well under pressure

Personal Information

Father's Name Captain SyedFakhar-ul-Hassan Shah
Date of Birth September 30th 1975
Gender Male
Marital Status Married
Religion Islam
Nationality Pakistani

References

Please feel free to e-mail me if required, I will send the references and contacts accordingly.

