

# SHERDIL KHAN

APPARTMENT # C-27, Safari Heights, Block 15,  
Gulistan e Johar, Karachi, Pakistan



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## **EDUCATION:**

- Bachelors of Commerce (B.COM)
- Diploma in Hotel Management
- Major Certification in Hotel Front Office

## **WORK EXPERIENCE:**

Exceptional customer service skills with the ability to quickly recognize and resolve issues impacting service and guest satisfaction. Proven leadership skills with success in working in collaborative settings.

## **CURRENT EMPLOYMENT:**

### **“Customer Support Executive at “Ibex Karachi” March 2021 – Till Date**

#### **Responsibilities:**

- Live chats
- Report writing
- Customer feedback
- Updating information
- Resolution based on requirements

#### **Skills:**

- Customer service
- Product knowledge
- Market knowledge
- Quality focus
- Problem solving

## **PAST EMPLOYMENT:**

### **“Front Office Telephonist at “Movenpick Hotels & Resorts Karachi” July 2019 – January 2021**

#### **Responsibilities:**

- Answers incoming calls.
- Directs call to guest rooms, staff, or departments through the switchboard or PBX system.
- Places outgoing calls.
- Receives guest messages and deliver the same to the guest.
- Logs all wake-up call requests and performs wake-up call services.

**“Front office Intern at Movenpick Hotels & Resorts Karachi”  
December 2017 - March 2018**

- Telephone Operator
- Business Centre
- Reception
- Room Reservations
- Report writing and Emails

**COMPUTER PROFICIENCY:**

- MS Office, WEB/ E-MAIL, Opera PMS.

***REFERENCE:***

***ON REQUEST***

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