

PERSONAL DETAILS:

ABDUR RAHMAN

MOB: +966583220202

Email: arahman1111.ar@yahoo.com

Date of Birth: 22 October 1995

Current Address: NEOM Construction Village-3 (NCV3), Sherma, NEOM, Kingdom of Saudi Arabia



CAREER OBJECTIVE:

Working for a reputable firm which respects the individuality of its employees provides opportunities for the empowerment of abilities and thus facilitates the development of self and organization.

KSA WORK EXPERIENCE:

Helpdesk/ Reception Attendant

SSU Facility Management Co.(Alkholi Group) - NEOM Community Village 3 from January 2023 to Present.

Duties & Responsibilities:

- Reservation / Booking Management
- Check In/Out monitoring & recording
- Administration of Resident ID System, Visitors and Vehicles Access control management
- Room key record.
- Room necessary items record.
- Lost & found record.
- Record Keeping and preparation of occupancy and services requests and complaints related (daily, weekly and monthly) reports
- Guest Relation Management
- Postal Services Management
- Delegate task to subordinates, Evaluates the rooms prior to check out of the tenant, Monitor & improve the performance of the staff, Coordinates with the other service providers, Enforce the implementation of camp entry ID System; Conduct Audit (scheduled & random room audit), Perform any relevant work related to Housing Services.
- Scheduled & random checking of the Customer complaint log to ensure that customer service requests and complaints have been properly recorded & timely forwarded to the concerned departments & customer feedback have been taken before closing the complaints after rectified/action taken by the concerned departments.

WORK EXPERIENCE:

Camp Boss

JEIKOR CONTRACTING CO, L.L.C (Dubai) from January 2017 till Dec 2021.

Duties & Responsibilities:

- Record keeping.
- Camp maintenance according to the System and procedures.
- Room key record.
- Room necessary items record.
- Lost & found record.
- Customer Service

WORK EXPERIENCE:

June 2014 till Dec 2016 Receptionist at the hotel Qurba in KPK, Pakistan.

Duties & Responsibilities:

- Administration/management of the outlet during the night shift.
- Performing Routine front office transactions during shift, including but not limited to reservation, Check-in, check-out, Billing, Night Posting/day closing, updating entries/ Reports in the system, answering phone calls/queries.
- Public relations / Customer complaints.
- Supervision of the Cash counter.
- Supervise cleaning and related issues.
- Reporting of issues, damages, and disputes during shifts to seniors.
- Update the occupant record.

EDUCATIONAL QUALIFICATIONS

- High School from B.I.S.E Mardan, 2012.
- Diploma in Engineering (Civil) from K.P.B.T.E, Peshawar, 2015.
- BA from A.W.K.U.M (Abdul Wali Khan University Mardan), 2019.

COMPUTER SKILLS:

- Basic Knowledge of Hardware and software, and proficient user of MS Office, Business computing and the Internet
- Proficient user of Facilities Management System (CAFM).

PROFESSIONAL PROFILE:

- Keen to work in a multi-cultural environment.
- Ability to learn while working.
- Excellent team player, Proactive, Self-motivated and Independent work.
-