

# SYED AHMER HUSSAIN



E-mail: [ahmerhussain648@gmail.com](mailto:ahmerhussain648@gmail.com)



Contact: +971 54 546 2164



Address: Apt; 101 Al Khor Building, Al Shuewien Sharjah, UAE



## Objective:

To secure a position with a reputable organization where I can contribute as a dedicated and valuable team member while continuing to enhance my skills and knowledge to improve workplace performance.

## Profile:

Dynamic and service-oriented professional with over 4 years of hands-on experience as a Concierge Agent in a 301-room property, complemented by 1 year as a Telephone Operator (Acting Supervisor) for a 230-room hotel. Additionally, I bring over 2 years of front desk experience at Edge Rotana, managing a 294-room inventory.

Currently serving as an Administrative Manager in the real estate sector, I possess strong guest service expertise, excellent communication skills, and a proven ability to perform effectively under pressure. Committed to delivering exceptional service and achieving company goals with resilience and dedication.

## EDUCATION

- Currently Doing B.A form Karachi University Private.
- High School Education Certificate from Intermediate Board Karachi, Pakistan
- Secondary Education Certificate from SSC Board Karachi, Pakistan.

## WORK EXPERIENCE

### ADMIN MANAGER

#### **Vision Realty Real Estate L.L.C, Dubai, UAE**

*06 Jan 2025 Currently working (Tasks & Responsibilities)*

#### General Administrative Tasks

- Managing and organizing property listings (CRM, portals like Property Finder, Bayut, Dubizzle).
- Scheduling meetings and property viewings for agents.
- Handling incoming calls, emails, and customer inquiries.
- Maintaining and updating filing systems (physical and digital).

#### Document Management

- Preparing and verifying tenancy contracts as per RERA standards.
- Uploading Ejari documents (through the Dubai Land Department system)
- Handling Title Deeds and legal documents.
- Coordinating with DLD for property transactions and ownership transfers

### Finance & Payments

- Issuing invoices and receipts.
- Tracking rent payments and due dates.
- Managing petty cash and office expenses.
- Managing all social media accounts.

### Compliance & Legal

- Ensuring compliance with **Dubai Land Department** (DLD) and **Real Estate Regulatory Agency** (RERA)
- Maintaining agent RERA licenses and trade licenses
- Following up on visa, insurance, and legal documentation for staff

### Marketing Support

- Uploading and managing property ads on online portals
- Creating brochures and marketing materials
- Assisting with social media content and updates

### HR and Office Support

- Assisting with onboarding new staff.
- Coordinating visa renewals and health insurance
- Maintaining attendance and leave records
- Ordering office supplies and managing vendor relationships

## FRONT DESK AGENT

### **Damac Hills 2 Edge by Rotana Dubai, UAE**

*01 Nov 2022 to 05 January 2025 (Tasks & Responsibilities)*

- Assisting guests to make a booking for Rooms.
- Assist guests for check-in as per standard.
- Assign the room for the next day arrivals.
- Check house status.
- Check the VIP arrival and departure if any.
- Handling guest complaints.
- Taking all guest requests and following up timely.
- Guest profile Update on PMS.
- Making Room Reservation on call.
- Prepare Daily Event Sheet.

### **NIGHT SHIFT TASKS**

- Check all pending arrivals.
- Cancel all non-guaranteed bookings.
- Check all credit card reports.
- Check the billing of due out guests.
- Check profile of in-house guests.
- Making a daily event report.
- Update late check-out and room upgrade at Rotana Corporate Portal.
- Block the rooms for arrivals as per the guest preferences.
- Arranging the reports for the Morning HOD briefing with Hotel GM.

## **TELEPHONE OPERATOR (Acting Supervisor)**

### **Nour Arjaan By Rotana Fujairah, UAE**

*01 Nov 2021 to 31<sup>st</sup> Oct 2022 (Tasks & Responsibilities)*

- Answering incoming Calls.
- Direct Calls to Guest Rooms, Staff, or Departments through the switchboard or PBX System.
- Assisting guests to make a booking for Rooms.
- Place Outgoing Calls.
- Receive a guest message and deliver the same to the Guest.
- Assisting guests to book Restaurants inside or outside the Hotel.
- Assisting guests regarding hotel facilities in an informative and helpful way.
- Logs all Wake-up calls to request and Performs wake-up call service.
- Handling guest complaints.
- Taking all guest requests and informing the concerned department.
- Follow-up on all guest requests.
- Processing CID Data Base System.
- Updating guest Profile on Opera System.
- Updating Track Sheet of Back Office Supplies
- Assisting Front Desk Agent for Check-in & check-out
- Responsible to Check the weekly inventory for the front office.

## **CONCIERGE**

### **Nour Arjaan By Rotana Fujairah, UAE**

*13-10-2020 to 31-10-2021. (Tasks & Responsibilities)*

- Arranging Airport Transfer of guests.
- Assisting guests to arrange a rent a car
- Assisting guests with mail, messages & Parcels.
- Assisting guests to make a booking for excursions.
- Assisting guests to book flight tickets.
- Assisting guests to book Restaurants outside the Hotel.
- Assisting guests regarding hotel facilities in an informative and helpful way.
- Assist with any plans or arrangements the guest intends to make during their stay
- Handling guest luggage.
- Handling guest complaints.
- Handling Lost & Found.
- Processing CID Data Base System.
- Handling Telephone calls.
- Updating guest Profile on Opera System.
- Updating Track Sheet of Bell desk Supplies
- Assisting the guest while they are waiting at the reception

## **CONCIERGE**

### **Amwaj Rotana JBR Dubai, UAE**

*13/02/2017 to 31-08-2020 (Tasks & Responsibilities)*

- Assisting guests regarding hotel facilities in an informative and helpful way.
- Assist with any plans or arrangements the guest intends to make during their stay
- Handling guest luggage.
- Handling guest complaints.
- Handling Lost & Found.
- Handling Telephone calls.
- Updating guest Profile on Opera System.
- Updating Track Sheet of Bell desk Supplies.
- Assisting the guest while they are waiting at the Reception

## **OFFICE ADMINISTRATOR.**

### **Lashkarwala Real Estate & Construction (Karachi, Pakistan)**

*03/04/2015 to 01/01/2017 (Tasks & Responsibilities)*

- Managing Staff salaries & Agent Commission.
- Managing Property Seller and Purchaser records.
- Managing Petty cash.
- Managing Files and Data.
- Managing Office maintenance.
- Arranging Client meetings with CEO and Property consultants.
- Arranging supplies for Construction Materials as per the requirement.
- Maintaining records for Construction Supplies.
- Dealing with Suppliers of Construction Materials for the best available rate.

## **EVENTS MANAGER**

### **Ultimate House | Events & Tours (Pakistan)**

*01/04/2011 to 31/12/2014 (Tasks)*

- Follow up on the concepts and proposals approved by clients and put them into reality
- Source for materials and act as a negotiator to obtain cost-effective prices from suppliers.
- Key liaison between the client, event managers, in-house designers, and other 3rd party vendors leading up to the event, ensuring that both client and event requirements are met.
- Apply for licenses, and permits required by the relevant authorities
- Coordinate and manage the set-up and production of the event on-site, ensuring the delivery of a high-quality event.
- Plan and propose workflows for every event.
- Logistics management and inventory control of all equipment, materials, and any other items
- To handle multiple projects from entry-level to mega huge events
- Arranging Promoters Interviews with client for their respective event.
- Responsible to distribute the salaries with the help of Finance department.
- Responsible to follow up for the payment for the event with Client.

## **EVENT COORDINATOR**

### **Ultimate House | Events & Tours (Pakistan)**

*01/05/2010 to 01/04/2011 (Tasks)*

- Scheduling the Ushers & Brand ambassadors Interviews with client
- Managing the Talent Profile on Data Base.
- Supervise the event on ground.
- Scheduling the meeting with client.
- Supervise and manage all suppliers and contractors working on location.
- Planning the Event.
- Managing the transportation of the Promoters for the Event.

## **EVENT COORDINATOR (Internship)**

### **LUSH (Pakistan)**

*01/01/2010 to 01/04/2010 (Tasks)*

- Scheduling the Ushers & Brand ambassadors Interviews with client
- Managing the Talent Profile on Data Base.
- Supervise the event on ground.
- Supervise and manage all suppliers and contractors working on location.

## **CROSS TRAINING & CERTIFICATES**

- Cross Training Certificate of FRONT DESK AGENT from Amwaj Rotana in 2019
- Done Dubai Way Certificate 2018 to 2020.

## **SKILLS**

- Social MediaMarketing
- Microsoft Office.
- Adobe Photoshop CC
- Adobe Primer Pro.
- Photography.
- Adobe Muse Web designing.

## **PERSONAL INFORMATION**

- RelationshipStatus (MARRIED)
- Nationality (PAKISTANI)
- DateofBirth (29-Sep-1992)
- Driving License UAE Valid 29<sup>th</sup> May 2019 to 29<sup>th</sup> May 2026

Ahmer Hussain