****

**Nilofar Khan Pathan**

**Present Address; Al Awtar billding karama (UAE) Dubai.**

Contact no. : +971-563792110

**E MAIL ADRESS; nkppari786@gmail.com**

# Objective

Tourism and Aviation Management/Hospitality professional with 4+ years of experience in domestic / International brands with exposure to various management levels. I have proven leadership qualities, organization, dependability, diversity, professionalism, an open mind, unconditional positive regard, empathy, teamwork with a strengths-based/Solution focused approach. Whether through direct supervision, individual work and supervisory, I am attentive and conscientious of my impact. This position serves as a linkage among multi-disciplines closing the gap to allow the systems to work more efficiently as an integrated team.

## Personale Information:

Date of Birth : 12/10/1987

Nationality: : Indian

Marital Status : Single

Language Known : English, Hindi, Urdu,(Arabic can read )

Highest Qualification : BA

Total Experience : 4 years

Salary Expectation : As par the company standers

UAE Visa Status : Employment visa .

Vision : Clear

 Height : 165cm

Weight : 50kg

**SKILLS**

Teamwork

Leadership

Punctuality

 Accountability

 Hard working

 Adaptability

 Potions

**Professional**

 Diploma in BTEC HNC (Edexcel, UK) from Frank Finn Institute of Air Hostess Training, Udaipur.

 First Aid (Red Cross)

 Swimming Certificate from Days India International, Udaipur

**ONE YEAR DIPLOMA IN AVIATION:**

* Specific Skills
* Meal Service
* Flight catering
* Ground staff
* Cabin crew

 **HOSPITALITY**

* F&B Operation
* Front office management
* House keeping

**TRAVEL MANAGEMENT**

* Ticketing
* Baggage Handling and tour package
* Airport Handling

# Professional Experience

**(Company)**

* Worked as a Hostess in **INDER RESIDENCY HOTEL** for Seasonal (Govt. approved 5 STAR) UDAIPUR
* Worked as a Relationship Manager with **SMC life Insurance**. (UDAIPUR)
* Worked with **I. G. I Airport T3** in Delhi as a CSA (DA MILANO)
* Worked with **YISHION** as a store manager in GK. (DELHI**)**
* Worked with dance group and TV show . ( Delhi)
* Working with **Teddy Tourism** ( Dubai )

 **Job Responsibilities include**

* Resolve customer queries via email and calls, Manage general customer enquiries
* Follow up of customer requests with other departments.
* Taking cancellation and updating profile details.
* Co-ordinate with warehouse, courier service to check order status.

 **KEY RESPOSSIBLITIS**

* Taking care of store operations.
* Taking care of store KPI’S
* Managing the stocks inventory and ordering.
* Sending all reports on time without any excuses.
* Taking care of billing and cashiering.
* Responsibility for the store VM.
* Responsible for all goods in the store.
* Giving product knowledge to my team on daily basis.
* Right Coordination, corporation and communication to my team.
* Focus on store and individual target given by respected organization.
* Customer satisfaction by giving them an hospitalize service.
* Cross selling and up selling to increase ATV, UPT and ASP.
* Keep updating our new promotion to our loyal customers by CALLING or SMS through from the store data.
* Replenishment and size wise products have to check after an hour.

## Qualification:

* Passed Senior Secondary Examination from Ajmer Board .
* Passed Secondary Examination from Ajmer Board .

 BA Passed

## Computer Skill

 **TECHNICAL SKILLS**

* Galileo (CRS for Travel).
* Fidelio (CRS for Hospitality).
* Basic Internet Knowledge
* Basiccomputer knowledge

 **AREAS OF INTERES**

* Acting and Modeling
* Interacting with people
* Traveling
* Making new friends
* Swimming
* Surfing on the internet

 **PASSPORT DETAILS**

* Passport no.: H 3543051
* Date of Issue: 31/03/2009
* Date of Expiry: 30/03/2019
* Place of Birth: Naugama, Banswara
* Place of Issue: Jaipur

Date:

Place: Dubai (**NILOFAR KHAN)**