
Amjad Thaufeeg

Oasis Beach Hotel & Tower
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CAREER OBJECTIVES:

To hold a dynamic position within a well reputed organization that will allow me to apply my educational, proactive skills and work experience. Contribute to maximizing the organization's revenue & customer service and implementation of existing procedures, and to progress my career.

EMPLOYMENT EXPERIENCE:

Revenue Sales Agent Revenue Department	Oasis Beach Hotel & Tower May 2006 – Till Present	Dubai, UAE
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- ☞ Preparing weekly revenue reports
- ☞ Handling & managing Hotel & Tower inventory and rate grid.
- ☞ Managing & maximizing profitability of electronic channels (EDS, GDS & Extranet)
- ☞ Routine check of all corporate online travel websites
- ☞ Monthly preparation of Corporate & Tour operator room nights Materialization report, corporate room nights & Nationality report
- ☞ Handling Potential Tour Operators (mainly all GCC & UK)
- ☞ Handling & Resolving customer complaints (esp. EDS related issues)
- ☞ Preparing Weekly Duty roster

Guest Service Agent Reservations	Oasis Beach Hotel January 2005 – April 2006	Dubai, UAE
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- ☞ Handling online reservations queries and bookings.
- ☞ Preparing of Daily Pickup report and assist preparing yield reports to maximize the hotel room revenue.
- ☞ Daily keying of Bookings to the Fidelio.
- ☞ Answering queries via Telephone, fax and e-mails.
- ☞ Preparing Duty roster and time sheet

Assistant Manager Reservations	Kandooma Tourist Resort March 2004 – November 2004	Kandooma, Maldives
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- ☞ Strategic management and development of the reservations structure through the in-house reservations program.
- ☞ Significant revenue generation through acquisition of clientele from various tour operators. (Kuoni, ITS, Neckermann, Toerema)
- ☞ Develop and circulate health and safety procedures as per FTO Standards to UK tour operators.
- ☞ Resolve guests complaints and concerns.

Personal Profile:-

D.O.B.: **November 14th 1981**
Nationality: **Maldivian**

Marital Status: **Single**
Visa Status: **Resident**

Head Receptionist	Kandooma Tourist Resort Apr. 2002 – Mar. 2004	Kandooma, Maldives
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Receptionist	Kandooma Tourist Resort Apr. 2001 – Mar. 2002	Kandooma, Maldives
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EDUCATION:

Front Office & Hotel Practices
(Faculty of Hospitality & Tourism) Male, Maldives
(Certificate Obtained)

Maldives College of Higher Education
2002

GCSE – O Level
(In conjunction with Oxford University) Male, Maldives
(Certificate Obtained)

English Preparatory & Secondary School
1996 – 2001

SSC – Secondary School Certificate
(Department of public examinations, MOE) Male, Maldives
(Certificate Obtained)

English Preparatory & Secondary School
1996 - 2000

SKILLS & ACHIEVEMENTS:

- ☞ Highly motivated self-starter
- ☞ Fluent spoken and written English and Dhivehi
- ☞ Basic conversational German
- ☞ Excellent knowledge of most popular EDS (iHotelier, Utell & TravelCLICK etc)& Extranet (Trevelocity/Lastminute.com, Expedia, Bookings.com, etc)
- ☞ Excellent communication, people and analytical skills
- ☞ Broad Knowledge of FIDELIO
- ☞ Extensive knowledge of MS-Office ('98, 2002, XP)

INTERESTS AND HOBBIES:

Travelling
Listening Music
Avid reader of Psychology and Hospitality Issues

REFERENCES

Professional
Ms Sana Zoud
Head of Events & Exhibitions
Dubai World (DP)
Dubai, UAE
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Professional
Abdulla Nabeel
Sales & Marketing Manager
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Telephone + 960 7776107

Further references are available upon request

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