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**OBJECTIVE:**

Seeking an opportunity to join a reputed organization that recognizes ambitious and career conscious people and would best utilize my technical education and experience to make a significant contribution for the escalation of the hospitality organization and to bring about enhancements for the future.

**PROFILE AND SUMMARY OF QUALIFICATIONS:**

A self-motivated, result-driven, productive, and highly-competent individual with outstanding written and communication skills, and who is able to demonstrate high levels of responsibility, detail oriented, and interpersonal skills. A quick-learner who is consistently reaching beyond responsibilities.

Proven ability to work effectively and efficiently in independent teamwork environments and fast-paced, multi-tasking environments. An individual who can manage to lead the team of hospitality services to achieve the goals of guest satisfaction tracking system with a can do attitude and willingness to go the extra mile.

**COMPUTER SKILLS:**

Knowledge of Windows 98, 2000, XP, NT, DOS, MS Office 98/2000, Word Perfect, Microsoft PowerPoint, and Adobe Photo Shop. Successfully completed a short computer training (General Computer Applications) including these contents: Introduction to Hardware, Software, DOS, Spreadsheets, and Graphics using LOTUS-123, Text Processing. Also used UNIX Operating System for over five years.

**PROFESSIONAL EXPERIENCE:**

**CONOCO PHILLIPS, INC., Oklahoma, USA**  
**Owner/Manager of Operations, December 2003 – May 2006**

**Responsibilities included:**

- Marketed and operated a chain of well-known Conoco Phillips, Inc., an international, integrated energy and gas-company.
- Successfully managed a customer-driven, quality-focused chain with an outstanding record.
- Increased revenues by 25% by expanding inventory and product line.
- Reduced supply costs by performing successful market analysis, make-buy analysis and determining how to provide the customer with the best cost for the best quality product.
- Analyzed reports in financial reporting, planning, forecasting, information systems, accounts payable, payroll, and fixed assets.
- Identified new processes to improve quality, reduce costs and increase contribution margin.
- Prepared and analyzed financial statements: income statements, balance sheets, cash-flow statements, month-end closing, fiscal year tax-statement, and product budgets and worked closely with a Certified Public Accountant.
- Managed payroll, scheduling, reports, e-mail, inventory, and records.
- Developed and maintained vendor relationships and inventory systems.
- Worked as an Assistant Controller in accounting department at the Crown Plaza, Crystal City, Washington, DC; a sister property operated by the same company.

**HOLIDAY INN, B. F. SAUL COMPANY, McLean, Virginia-Washington, DC, United States**  
**Front Office Supervisor/ Assistant Night Manager May 2001 – November 2003**

**Responsibilities included:**

- Managed and operated the front and back office located in the heart of Washington, DC Metro Area.

- Performed all the front office functions by an extensive use of time management training skills and provided all the hotel guests a world-class customer service.
- Worked as a cross-trainer for the front office and reservation staff and trained the housekeeping coordinators.
- Lead the front office staff, PBX Operations, bell-staff, concierge, reservations, and the housekeeping supervisors and performed check-ins/outs for the VIP arrivals and groups.
- Assisted the front office staff in their weaker areas and trained them to meet the high standards of top quality service required by the Holiday Inn Brands in North America.
- Worked as the Manager on Duty in various shifts.
- Managed accounts receivable, accounts payable, payroll, tracked airline accounts and night audit transactions and postings.

**HOLIDAY INN SELECT, Old Town-Alexandria, Virginia-Washington, DC, United States  
Guest Services Team Leader/Night Auditor, May 1998 – May 2001**

**Responsibilities included:**

- Check/ins-outs, creation of guest folios, post charges, cash handling, account settlements, guestrooms inspection, PBX operations, concierge, and group reservations by providing excellent guest services.
- Performed all front office functions including the daily VIP arrivals list to ensure the correct rooms are allocated for VIP guests depending on their demands and guest history feedbacks and also pleased the contribution in hotel's award winning success (Select of the Year 1999).
- Worked as an event planner and assisted departmental heads in coordinating at various occasions.

**EDUCATION:**

COTHM-College of Tourism & Hotel Management, Lahore, Pakistan  
Higher Management Diploma in Hospitality, (EI-AH&LA)

OSU-Oklahoma State University, Oklahoma, United States  
School of Business Administration  
B. S., Business Systems Technology – Currently Enrolled Online

CLI-Computer Learning Institute, Virginia, United States  
Certification of completion of (MCSE Pack & Level A++ ) - May 2000

**PROFESSIONAL CERTIFICATIONS & AREA OF SPECIALIZATION:**

**EI-AH&LA; Educational Institute of the American Hotel & Lodging Association,  
Washington, D.C**

- Departmental Specialization in Rooms Division Management – In Process
- Certification in Basic Hotel & Restaurant Accounting
- Certification in Managing Food & Beverage Operations
- Certification in Food & Beverage Service

**PROFESSIONAL AND TECHNICAL TRAINING SKILLS:**

- Have successfully completed a Diploma for excellence shown in the industry's most advanced Front Office and Reservations Training Program; (The Transient Edge TM) at Holiday Inns, Washington, DC Metro Area – July 2002, July 2001 & June 2001
- Have also received (A Big Three Award) for being the Best Employee of the Month and thereafter known as the 'BUDDY TRAINER' for the Front Office Team at the Holiday Inn – January 2002
- Have successfully completed a Training Program; (Building a Guest Service Attitude) at the Holiday Inn Select, Old Town-Alexandria, Virginia – August 1999
- Actively participated in the Safety & Quality Committee of the Holiday Inn, McLean, Virginia and acted as a secretary for the group.