



Zubaria Khalid

FRONT OFFICE AND GUEST SERVICES EXPERT



Visa Status: Visit Visa



Current: Dubai, UAE
Permanent: Islamabad, PAK



abeerfatima348@gmail.com



+971589607909



+971581329528

PROFILE

To be the part of a dynamic organization that can provide me the opportunity to prove my abilities, knowledge and skills for the betterment of the organization and my future in field of analysis.

PERSONAL SKILLS

Quick Learner

Decision Maker

Multi-Tasking

Team Player

Leadership

Team Work

WORK EXPERIENCE

Guest Services Agent (GSA)

Avari Xpress Hotel

Islamabad



August 2023 - January 2025

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Resolved customer problems and complaints.
- Operated multi-line telephone system to answer and direct high volume of calls
- Completed late check-ins and directed guests to rooms and facilities.
- Introduced customers to resort amenities with pleasant and helpful demeanor.
- Kept accounts in balance and ran daily reports to verify totals.
- Maintain accurate guest records, including special requests, preferences, and feedback, to personalize service and improve future interactions.
- Arrange additional services such as transportation, room service, or housekeeping, and ensure that guest needs are met promptly.

Principal

Kohsar Educators Secondary School

Rawalpindi



Dec 2017 - Jan 2019

- Administered personnel policies and procedures for school faculty and staff.
- Monitored student behavior and enforced discipline policies.
- Mentored newly hired educators and provided encouragement and feedback.

CRO/Accountant

Allied School

Rawalpindi



March 2016 - May 2017

- Completed daily cash functions like account tracking, payroll and wage allocations, budgeting, donating, and cash, and banking reconciliations.
- Serve as the primary point of contact for parents, students, and visitors, addressing inquiries and resolving concerns in a professional and timely manner.
- Maintain a welcoming and organized reception area to ensure a positive first impression of the school.

I.T SKILLS

Expert in Below Mentioned PMS.

- Wish Net
- Visual Matrix
- Milestone

Full Command on Microsoft Office.

- MS Word
- MS Excel
- MS PowerPoint

PERSONAL QUALITIES AND AREAS OF EXPERTISE

- *Highly motivated, dedicated and versatile with excellent communication and interpersonal skills.*
- *Strong organization ability with sound administration skills.*
- *Achieving targets and results under pressure within a competitive market place.*
- *Confident and effective in dealing with general public.*

LANGUAGES

English

Urdu

Punjabi

Asst. to Principal & Vice Principal Cadet College Rawalpindi



Dec 2015 – Feb 2016

- Led meetings to convey policy changes, gather information, and assess employee thoughts.
- Supervised and evaluated teaching and support staff through instructional leadership and professional development.
- Oversaw schedule management and protocols for orientation, registration, and related activities.

Vice Principal AGS Shining Star Campus Rawalpindi



March 2012 – Sep 2015

- Build and nurture strong relationships with parents and guardians by providing regular updates about students' progress, events, and school activities.
- Maintained records for school, district, state, and federal requirements.
- Enforced disciplinary policy for both students and faculty.

AWARDS

AvariXpress Islamabad

Awarded as shining star of the month for Aug, 2024

Awarded as employee of the month June, July 2024

Awarded Web star of the month Feb, 2024

Awarded as best groomed personality of the month Sep 2024.

Awarded multiple times as Trust you angel 2023-2024

EDUCATION HISTORY

Bachelor's of Library & Information Sciences	2016
AIU, Islamabad	
F.A (Humanities)	2010
BISE, Rawalpindi	
Matriculation (General Science)	2008
BISE, Rawalpindi	