

Naing Lynn Zaw



Contact Information

- ❖ Address No.132, Room (6), Meedone street, Thuwunna, Thingungyun Township, Yangon.
- ❖ Contact Telephone 09-678314121, 09-254319543
- ❖ Email Address lynnzaw000@gmail.com

Personal Information

- ❖ Date of Birth 27th Aug 1994
- ❖ National Identity card 12/TaGaKa(N)178594
- ❖ Nationality Myanmar
- ❖ Marital Status Single
- ❖ Gender Male
- ❖ Apply position

Educational Background

- ❖ Field of Study & Major Diploma in Hospitality Operation
(Center for Vocational Training)
Physics (2nd Yrs.) - Distance Education (Dagon University)

Summary of Qualification

- ❖ Computer Basic(Microsoft, Power Point, Page Maker, Excel)
- ❖ Email and Internet
- ❖ Experience in Hotel and Tourism
- ❖ Experience in Front office and Night Auditing
- ❖ Experience in Hotel Software (**Opera & Optima Software**)
- ❖ Introduce and promote the property Product.
- ❖ Well train and Quick learner
- ❖ Ability to work independently.
- ❖ Exceptional customer service skills, follow up and guest complains
- ❖ Ability in presentation skills.
- ❖ Excellent communication skills and Sales technique
- ❖ Excellent interpersonal, leadership and motivational skills

Languages

Proficiency (Fair, Good, Excellent)

| Language | Spoken | Written |
|----------|----------|----------|
| English | Good | Good |
| Japanese | N4 Level | N4 Level |

Working Experiences

- ❖ **Concierge @ Eden Palace Hotel**
(From 2013 to Oct 2014)
- ❖ **Guest Service agent @ Esta Hotel**
(From Oct 2014 to Jun 2015)
- ❖ **Guest Service agent @ Cherry Hills Hotel**
(From Jun 2015 to Aug 2017)
- ❖ **Guest Service agent @ Belmond Governor's Residence**
(From Oct 2017 to Jun 2018)
- ❖ **Guest Service agent @ Holiday Inn Kuwait(InterContinental Hotels Group)**
(From July 2018 to May 2019)
- ❖ **Night Supervisor @ Cherry Hills Hotel**
(From July 2019 to Until Now)

Job Description-

- Answering calls and talking guest request.
- Handle the Guest express Check In and Check Out.
- Greeting the guest by name with smile and assist the guest's luggage by escorting and rooming the Guest.
- Share the Hotel information to the Guest.
- Prepare the Bills for Check In and Check out using Credit or Cash.
- Prepare voucher for payment as well.
- Solving customer complaints.
- Night Audit (Calculate Front Desk Revenue, F&B Revenue, Other Revenue).
- Ability in Group Check in and Walk in Guest.
- Promote the brand Loyalty Program IHG member

Signature
