

*This CV is anonymous for security purposes - In order to obtain access to this candidate, you must be an identified business*

## Front Office Manager / Rooms Division Manager

I have been working in Hospitality Industry for over 13 years specialized in Rooms Division Operation in Middle East, Central Asia and South East Asia. Being a CRDE (Certified Rooms Division Executive) from American Hotel and Lodging Association, as well as being an experienced FOM with world class hotels & resorts in very challenging places in terms of diverse cultural and religious background, I am ready to accept any kind of challenging roles.

### Work experience

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Since May 2008	<b>Front Office Manager</b> <b>Mission:</b> n/a
October 2006 May 2008	<b>Front Office Manager</b> <b>Mission:</b> Joined Sofitel Luxury Hotels. Area of responsibility included Revenue management, Distribution, Front Office, Reservations and Golf Reservation. Reported to EAM and GM. Member of Organizing Committee for the First PGA Tour in Cambodia, Johnnie Walker Cambodian Open 2007.
February 2006 October 2006	<b>Front Office Manager</b> Kabul Serena Hotel, Kabul, Afghanistan <b>Mission:</b> Joined Serena Group's five stars hotel in Kabul to accept challenging role. Conducted training to staff, developed the SOPs, involved in all administration.
March 2004 December 2005	<b>Assistant Front Office Manager</b> Grand Plaza Parkroyal Hotel, Yangon, Myanmar <b>Mission:</b> Joined Grand Plaza Parkroyal Yangon that is a five stars hotel (ex-Sofitel hotel), managed by Parkroyal Hotels & Resorts. Responsible for and Manage the Front Office Department. Developed the SOPs for Front Office. Also act as Core Trainer for the whole hotel and conduct generic training in coordination with Human Resources Department.
April 2001 December 2003	<b>Front Office Shift Leader</b> Al Bustan Rotana Hotel, Dubai, UAE <b>Mission:</b> Joined Rotana Group which is a leading hotel group in Middle East and Al Bustan Rotana is one of the "Leading Hotels of the World®", to get a wider exposure of International Standard and career achievements. Perform daily supervising of records keeping, reception, cashiering and increased the monthly room revenue by actively involving in the "Up-selling Program by TSA Asia"
January 1998 March 2001	<b>Assistant Manager, Front Office</b> Hotel Nikko Royal Lake (a JAL hotel), Yangon, Myanmar <b>Mission:</b> Joined the Nikko hotel that is a five star city resort hotel and belongs to Nikko Hotels, Japan. Reported to Front Office Manager and General Manager. Supervised the entire Front Office Team, conducted Trainings to staff, and developed SOPs.

May 1996  
January 1998

### **Guest Services Team Leader, Front Office**

Traders Hotel, Yangon, Myanmar

**Mission:** Joined as a Guest Services Associate and later promoted as a Guest Services Team Leader. Also chosen to undergo an on-the-job training in Shangri-la Singapore for 6 months due to significant performance in the department.

January 1995  
December 1996

### **Receptionist / Front Office Cashier**

Andaman Club Resort, Ranong, Thailand

**Mission:** Started career in Hospitality Industry by joining the Island Casino Resort at the border of Thailand and performed as an active receptionist.

## **Diplomas and education**

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August 2008  
August 2008

### **American Hotel & Lodging Educational Institute**

Certificate in Managing Housekeeping Operations

July 2008  
August 2008

### **American Hotel & Lodging Educational Institute**

Certificate in Managing Front Office Operations

August 2008  
September 2008

### **American Hotel & Lodging Educational Institute**

Certificate in Managing Technology in the Hospitality Industry

August 2008  
September 2008

### **American Hotel & Lodging Educational Institute**

Certificate in Security & Loss Prevention Management

August 2008  
September 2008

### **American Hotel & Lodging Educational Institute**

Certificate in Hospitality Supervision

July 2008  
September 2008

### **American Hotel & Lodging Educational Institute**

Area of Specialization: Rooms Division Management

September 2007  
October 2007

### **American Hotel & Lodging Educational Institute**

Certified Rooms Division Executive (CRDE)

**Area of specialisation:** Rooms Division

January 2002  
April 2003

### **Cambridge International College**

Hotel Management and Operation  
Room Division Management and Operation.  
Sales and Marketing Management.  
Food and Beverage Management.

**Area of specialisation:** Diploma in Hotel Operation and Management

January 1992  
January 1999

### **University of Distance Education Yangon**

B.Sc. (Mathematics)

**Area of specialisation:** BSc (Mathematics)

January 1997  
August 1998

## **International Correspondence Schools (ICS)**

Hotel Operation and Management.  
Front Office and House Keeping Operation.  
Food and Beverages Services and Production.  
Accounting and Management Accounting.  
Safety and Security.

**Area of specialisation:** Diploma in Hotel and Catering Management

## **Computing skills**

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### **Software**

Fidelio Hotel Operation System (7.14)  
HIS Hotel Operation System (Epitome 3.03.08)  
Comanche Hotel Operation System.  
Microsoft Windows; Words, Excel, Powerpoint, etc.  
Internet

### **Languages**

English

## **Language skills**

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### **English**

**Speaking competence:** Fluent, **Written competence:** Fluent