



MUHAMMAD AYAZ

DATE OF BIRTH: 07/04/1993

CONTACT

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- Peshawar, Pakistan

SKILLS

- Guest Service & Hospitality
- Team Collaboration
- Luggage Handling & Safety
- Communication & Multitasking
- Time Management
- Basic Computer & Report Logging
- Negotiation
- Customer Orientation
- Adaptability to Change
- Knowledge of Hotel SOPs & Safety Protocols
- Security Operations & Access Control
- Lifesaving & Water Rescue
- Crowd Management
- Communication & Conflict Resolution
- Incident Reporting

LANGUAGES

- English
- Urdu
- Pashto



PROFILE

A reliable, hardworking, and customer-focused professional with hands-on experience in the hospitality industry. Known for maintaining cleanliness, assisting guests efficiently, and ensuring a pleasant stay for all hotel visitors. Adaptable, quick to learn, and always ready to go the extra mile.



WORK EXPERIENCE

Optimize Security Guard 2021 - PRESENT
Aamal Tower, Doha, Qatar (Optimize Security Service)

- Maintains a secure environment for hotel staff and guests.
- Escorts personnel are transporting valuables within the facility.
- Prevents theft and addresses disturbances efficiently.
- Administers basic first aid during incidents and emergencies.
- Assists with building operations and maintenance during night shifts.

Housekeeping Attendant 2019 - 2020
Sky View Towers Hotel, Dubai, UAE

- Maintained cleanliness in guest rooms, hallways, and public areas.
- Followed daily cleaning checklists and hotel hygiene standards.
- Provided excellent service under time pressure.
- Supported laundry and deep cleaning operations during peak seasons.

Bellboy / Hotel Porter 2017 - 2018
Royal Star Hotel, Dubai, UAE

- Welcomed guests and assisted with luggage and check-in process.
- Escorted guests to rooms and provided hotel information.
- Coordinated with housekeeping and front desk for guest requests.
- Delivered messages, packages, and arranged transportation for guests.

Room Attendant 2016- 2017
Hotel Comfort Inn, Islamabad, Pakistan

- Cleaned and prepared guest rooms to high standards.
- Replenished room supplies, changed linens, and ensured sanitation.
- Reported maintenance issues and followed safety protocols.
- Delivered personalized service to guests upon request.



EDUCATION

B.A (Arts) 2014
F.SC (Computer Science) 2012
S.S.C (Science) 2010

