



## Anam Zia

**Passport:** DM5999192 **Nationality:** Pakistani **Date of birth:** 05/06/1992

**Place of birth:** Punjab , Pakistan **Gender:** Female **Phone:** (+971) 565638219

**Email:** [anamzia.cv@gmail.com](mailto:anamzia.cv@gmail.com)

**Whatsapp Messenger:** +971565638219

**Home:** Near Al-Jubail Bus Station, Sharjah, UAE, (United Arab Emirates)

### ABOUT MYSELF

I would try to make the organization, which I work, the most profitable and successful in this competitive environment through my knowledge, skills, hard work & determination.

### WORK EXPERIENCE

#### **Red Castle Hotel sharjah – Sharjah , United Arab Emirates**

City: Sharjah | Country: United Arab Emirates

##### **Front desk receptionist**

[ 2024 – Current ]

Welcomed guests professionally and handled check-in/check-out processes  
- Managed room reservations and responded to customer inquiries  
- Coordinated with housekeeping and maintenance departments.

#### **Crown Palace Hotel, Ajman, UAE – Ajman, United Arab Emirates**

City: Ajman | Country: United Arab Emirates

##### **Front Office Executive & Communication Assistant**

[ 2022 – 2024 ]

Handled guest complaints and resolved issues efficiently  
- Assisted in back-office communication and report handling  
- Ensured smooth day-to-day front office operations.

#### **Buraaq Wings Travel, Pakistan – Pakistan**

Country: Pakistan

##### **Airline Ticketing Agent**

[ 2020 – 2021 ]

Processed flight bookings using airline ticketing systems  
- Provided travel and visa information to clients  
- Managed cancellations, refunds, and re-bookings professionally

#### **– Pakistan**

Country: Pakistan

##### **Computer Operator**

[ 2017 – 2020 ]

Entered data accurately and maintained office files  
- Assisted with document processing and reporting tasks.



 **Horizon College, Pakistan**

**Front desk officer**

[ 2014 – 2016 ]

Handled student records and correspondence  
- Supported academic and administration teams.

 **Serena Hotel, Islamabad, Pakistan – Islamabad, Pakistan**

City: Islamabad | Country: Pakistan

**Front desk receptionist**

[ 2012 – 2013 ]

Operated front desk and answered incoming queries  
- Managed visitor logs and bookings  
- Assisted in administrative support duties.

**EDUCATION AND TRAINING**

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**Bachelor of Art**

**Punjab University** [ 2021 ]

City: Punjab | Country: Pakistan | Field(s) of study: Arts and humanities

**CERTIFICATIONS**

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Airlines Tariff and ticketing Management

Office Management and Grafics design

IELTS – English Language Proficiency

Medical Emergency Training

Fire Safety, CPR & First Aid

CPR Training

**LANGUAGE SKILLS**

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**Mother tongue(s):** Urdu

**Other language(s):**

**English**

LISTENING C2 READING C2 WRITING C2  
SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

**Arabic**

LISTENING C2 READING A2 SPOKEN INTERACTION C2

**Russian**

LISTENING B1 SPOKEN PRODUCTION A2  
SPOKEN INTERACTION A2

**SKILLS**

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Guest Handling / Management and Leadership / Ability to work under pressure / Multitasking and Active listener