



Mehran Ghafoor

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Home: Ghouri Model Town, Phase 5A, Islamabad (Pakistan)

ABOUT ME

A recent graduate with a Bachelor's degree in Hospitality Management, complemented by hands-on internship experience in the hospitality industry. I have developed strong skills in customer service, operations management and team collaboration through practical exposure in real-world industry settings. Now, I am seeking to advance my professional journey in a reputable entity like yours, where I can deepen my knowledge, develop skills and build a successful career in the hospitality sector.

EDUCATION AND TRAINING

Secondary School Certificate

Board of Intermediate and Secondary Education, Mirpur AJK [11 May 2014 – 18 Jul 2016]

City: Bhimber | Country: Pakistan | Website: <https://ajkbise.net/> | Final grade: 792/1100

Higher Secondary School Certificate

Board of Intermediate and Secondary Education, Mirpur AJK [23 Jul 2016 – 17 Sep 2018]

City: Bhimber | Country: Pakistan | Website: <https://ajkbise.net/> | Final grade: 757/1100

BS(Bachelor of Science) in Hospitality Management

University of Gujrat [3 Nov 2020 – 5 Aug 2024]

City: Gujrat | Country: Pakistan | Website: www.uog.edu.pk | Final grade: 3.65/4.00

WORK EXPERIENCE

Ramada by Wyndham Islamabad – Islamabad, Pakistan

City: Islamabad | Country: Pakistan

Front Office Internee

[20 Sep 2024 – 20 Dec 2024]

The covered areas of Internship are as follows:

- Reservations (Room booking, Cancel & Amend booking via email, phone and online booking using IDS & Munshi Software)
- Lobby Area (As a Guest Relation Officer)
- Reception (Check-in & Check-out using IDS & Munshi Software, Handling guest queries & complaints, Logbooks, Reporting etc.)
- Executive Lounge Manager

HONOURS AND AWARDS

[6 Sep 2023] Prime Minister's Youth Program

Prime Minister's Youth Laptop Scheme 2023 Awarded laptop on merit under the Prime Minister's Youth Program Scheme.

LANGUAGE SKILLS

Mother tongue(s): Panjabi; Punjabi | Urdu

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

SKILLS

Microsoft Office / Organizational Skills / Computer / Teamwork / Management / Adaptability / Communication
/ Customer Service

HOBBIES AND INTERESTS

Badminton

Cooking

Travelling