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# Muhammad Kamran



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## PROFILE

Top notch hotel management professional with over seven years of international experience in the day-to-day management of hotel and its staff with commercial accountability for planning, organizing and directing all hotel services, including front-of-house (reception, concierge, and reservation), banqueting and housekeeping. Expertise creating business plan, marketing plan, and communication plan for all kind of new and existing products and business. Higher Skills to observe, plan, organize, and direct all services to run smooth flow of the administrative tasks.

- Excellent relationship skills especially in creating "special touches" and resolving students concerns.
- Teaching and training skills, certified TTT (train the trainer).
- Strong analytical skills including trend analysis and the ability to develop new tactics to resolve problems.
- Remarkable ability to ensure proper selection, training, motivation and counseling of all employees or students.
- Great ability to ensure professional, positive employee attitude and attentiveness.
- Exceptional ability to promote good employee communication through feedback, oral and written communication, and excellent training.

## PROFESSIONAL EXPERIENCE

### College of earth and environmental sciences, Punjab University ■ January 2012 – Present

- Assistant Professor Tourism and Hospitality management

### Lecturer at SABAC, Lahore ■ July 2010 – December 2011

- Teach Economics and management courses to MBA class

### USI Business Club (President) ■ January 2009 – June 2010

- Search & Visit Hotel chains, Multinational companies, and organizations
- Meet with CEO's & General managers to represent the institute
- Arrange conferences & Events
- Conduct company research, write thesis & field plans
- Consultancy for entrepreneur

### Hotel Manotel, Geneva ■ December 2006 – December 2008

#### Assistant Front Desk Manager & Night Manager

- Assume authority for the total hotel in the absence of the General Manager and serve as Assistant General Manager for all activities within the hotel.
- Ensure that each department head is aware of operational goals and is supplied with the necessary tools to accomplish them.
- Ensure compliance with licensing laws, health and safety and other statutory regulations.
- Night Auditing
- Prepare different reports
- Check Inn & Check Out of clients

### Komm Gestion (Gastronomic place). ■ June 2004 – July 2005

## Assistant Restaurant Manager

- Taking well care of guests needs during service.
- Daily check up of wine and beverages inventory.

**Patara (Fine Thai cuisine) Hotel Beau Rivage\*\*\*\*\*, Geneva ■ January 2004 – June 2004**

## Service Trainee

- Prepare the tables for service of restaurant
- Controlling all inventories of wines and Beverages
- Serving guests in fine dining restaurant

**Passaggio (Auto grill restaurant's chain) Geneva, Switzerland ■ December 2002 – June 2003**

## Kitchen Trainee

- Prepared the menu.
- Setting up of vegetables and meat dishes.
- Preparing appetizer, soups and deserts.
- Learnt basic knowledge of Asian cuisine.
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**Pearl Continental Hotel \*\*\*\*\* Lahore, Pakistan**

**■ July 2001 – June 2002**

## F & B Department

- Worked in the room service department of this 5-star luxurious hotel.
- Help in breakfast, lunch and dinner mise en place.
- Supervision of banquets setup and services.

## EDUCATIONAL BACKGROUND

### University of Lugano, Switzerland

Master of science in Management

**01/2009 – 06/2010**

### Webster University Geneva, Switzerland

Bachelor degree in Management while emphasis in E-marketing  
& one year certificate in Marketing

**06/2006 – 05/2008**

### Institute Hotelier "Cesar Ritz", Le Bouveret, Switzerland

2 year Swiss Hospitality Management higher Diploma

**07/2002 - 12/2003**

### Govt. Degree College (Muzaffargarh), Pakistan

FSC (Premedical)

**08/1998 – 12/2000**

## CERTIFICATION

### Cours de Français

*IFAGE, Geneva Switzerland.*

**04/2005**

### Certificate in Food and Beverage Operations

*Institute Hotelier "CESAR RITZ", Switzerland*

**06/2003**

### Certificate in travel and tourism

*ISGC, Geneva Switzerland*

**09/2004**

### Certificate in hotels and restaurants basics

*ISGC, Geneva Switzerland*

**07/2004**

### Certificate of TTT(Train the Trainer)

*Institute Hotelier "CESAR RITZ", Switzerland*

**09/2003**

### Certificate in showmanship

*Restaurant Association of Switzerland*

**2003**

### Certificate of event of TPC, Switzerland

*Transports publics du chablais SA*

**12/2003**

## TECHNICAL PROFICIENCY

- **Showmanship** (side table cooking & service) and
- Working experience with **FIDELIO & OPERA** front desk software
- **TTT** (train the trainer) skills
- Expertise with Microsoft Word, Excel, PowerPoint, Outlook, and HTML

## LANGUAGES

- **Urdu** – Excellent
- **English** – Excellent
- **French** – Good
- **Saraiki** – Mother tongue
- **Punjabi** - Good