



MUSHTARIY ABDULLAEVA

MULTI SKILLED EXPERIENCED PROFESSIONAL

In every role I've held, I consistently give my all—working with passion, focus, and a strong sense of accountability to achieve the best results.

PERFORMANCE PROFILE

I have experience in sales for telecommunications, front desk guest relations in hospitality, private tutoring, and tour guiding. I contributed effectively during the FIFA World Cup, maintaining high standards throughout. I am comfortable writing emails to communicate with customers and team members. Colleagues recognize me for my strong attention to detail. Currently, I work in reservations, using my organizational skills and customer-focused approach to deliver excellent service. I am adaptable, professional, and committed to providing positive customer experiences.

LANGUAGES

Uzbek	Native
Russian	Fluent
English	Fluent
Turkish	Basic
Arabic	Beginner

OTHER EXPERIENCE

Private English Tutor for Children (Uzbekistan)

Freelance (2012 – 2013 – 2015 few months)

Taught basic English skills (reading, speaking, and writing) to young learners

Designed age-appropriate lessons to improve language comprehension

Helped children develop confidence in using English through interactive methods

Encouraged a positive and patient learning environment to help young learners build confidence in using English.

Used simple, age-appropriate activities and materials to make learning more engaging and effective.

PERSONAL INFORMATION

Date Of Birth: February 26, 1992

Marital Status: Single

Nationality: Uzbek

Currently in: Qatar, Doha

 **+974 5043 4028** (Available on WhatsApp)

 **mushtariy_22@mail.ru**

EDUCATION & CERTIFICATES

January 2024 – September 20241

"King Salman Global Academy"

Arabic Language for Non-Arabic Speakers program

Certificate of Completion: Middle Level.

Riyadh, Saudi Arabia

HILTON University: Multiple Certificates, including Forbes Standards for Luxury Hotel Service.

WYNDHAM University: Multiple Certificates in Hospitality and Service Standards.

IHG Merlin: Multiple Certificates in Hospitality & Brand Standards.

September 2007 -June 2010, Academic Lyceum Diploma, Syrdarya Province, Uzbekistan

September 1998 -June 2007 Certificate of Basic Education. High-Secondary Private School, Uzbekistan.

INTERESTS



PROFESSIONAL EXPERIENCE

Reservations Agent

May, 2025 – Present

“Westin Doha Hotel And Spa” by Marriott International (Qatar, Doha)

- Processed room reservations through phone, email, and online channels using Marriott systems including Empower and MARSHA, ensuring accuracy and efficiency. Delivered exceptional guest service by providing detailed information about hotel amenities, rates, and promotions to drive revenue and guest satisfaction. Collaborated with front office, housekeeping, and sales teams to ensure reservation details were aligned with operational readiness and guest expectations.

Reservations Agent

May, 2023 – Jan, 2024

“Waldorf Astoria Doha West Bay” hotel (Qatar, Doha)

*The Waldorf-Astoria Collection, is a luxury hotel and resort brand of **HILTON** Worldwide.*

- Commercial Meetings and discussions about future upcoming events in Qatar for business purposes.
- Maintaining accurate records and documentation for all reservations.
- Attend trainings, work schedules for Reservation and learning ONQ PM System via Hilton University program.
- Provide prompt and efficient service while maintaining the hotels and Hilton brand standards.

Reservations Agent

July, 2022 – May, 2023

“Ramada Encore by WYNDHAM Doha” hotel. (Qatar, Doha)

- Handles reservations in **Qatar World cup FIFA 2022**, by using professional skills from Qatar Tourism and Wyndham University Trainings. Assisting Front Office in busy operations during **FIFA 2022** such as check-ins.
- Standards ensuring accuracy and attention to always detail in busy operations **FIFA 2022**.
- Manage telephone and email inquiries in a prompt and professional manner and in accordance with company standards.
- Negotiated rates and sold rooms maximizing revenues. Inform the manager of any Special Attention, VIP guests, and Front Desk team in obtaining arrival times for VIPs or Special Attention guests.

Guest Relations Officer

Dec, 2020 – May, 2021

“Intercontinental Doha” An **IHG** hotel (Qatar, Doha)

- Handles room blocking for VIP arrivals based on their performances.
- Submits reports of the following: VIP arrivals, VIP departures, and Arrivals by flight time. Reservation.
- Inspects the room and ensure that all room amenities are placed inside the room prior to the guests' arrival.
- Coordinate and follows up with Housekeeping and Room Service for the delivery of Special Amenities.
- Accomplishes requisition for the complimentary amenities such as birthday cakes, farewell gifts for Long Staying Guests, and other special amenities.

Front Desk Agent (Receptionist) Sep, 2019 – Dec, 2020

“Ramada Encore by Wyndham Doha” hotel (Qatar, Doha)

- Perform all check-in and check-out tasks
- Manage online and phone reservations. Welcome guests upon their arrival and assign rooms.
- Provide information about the hotel, available rooms, rates, and other facilities.
- Respond to guests' complaints in a timely and professional manner.
- Liaise with Housekeeping staff to ensure all rooms are inspected, tidy, and fully furnished to accommodate guests' needs.
- Inform guests about payment methods and verify their credit card data.

Hostess & Club Lounge Attendant March, 2019 – Aug, 2019

“City Centre Rotana Doha” hotel. “Club Rotana Lounge” (Qatar, Doha)

- Perform all necessary tasks to service Guests within the Club Rotana lounge according to the standards.
- Great and seat customers and serve them in a professional, discreet and personalized way.
- Consistently monitor quality of Food & Beverage being served.
- Practice good customer relations and attend to customer complaints / queries satisfactorily.

Sales Representative

May, 2010 – Jun, 2017

“**MTC**, **Ucell**, **UMS & Beeline**” Telecommunication Companies (Uzbekistan)

- Identifying prospective customers, leading generation and conversion, Understanding customer needs and requirements.
- Pitching and selling sim cards or services by establishing contact with potential clients and building positive relationships
- Maintaining a regular reporting of pipeline and forecast to the Owner. The ability of working alone and working in shifts.
- Making sure that sim cards were registered properly in the system and explaining the last updated tariffs to the clients.