

# Aamir Shahzad (Pool & Cleaning Staff Supervisor)

DOB: 24 Dec 1994

CNIC #: 37201-2824254-9

Passport #: ZB5152541

E-mail: [Aamirshahzad1994@gmail.com](mailto:Aamirshahzad1994@gmail.com)

Contact: +92-337-1111111 / +92-355-4847056

Address: Street # 8 Muhallah Allama Iqbal Town Plant Road Chakwal, Punjab Pakistan



## PROFESSIONAL SUMMARY:

Experienced hospitality professional with strong skills in hotel operations, team management, and customer service. Proven ability to supervise staff, maintain high standards of cleanliness, and ensure excellent guest experiences. Seeking a supervisory role in Cyprus hospitality industry to contribute leadership, efficiency, and operational expertise.

## PROFESSIONAL SKILLS:

- Team Supervision & Coordination
- Guest Relations & Customer Service
- Hotel & Facility Maintenance
- Safety & First Aid Awareness
- Front Desk Management
- Time Management & Task Prioritization
- Problem Solving & Decision Making
- Communication & Interpersonal Skills

## EXPERIENCE:

### Jacaranda Heights Islamabad

### Pool & Cleaning Staff Supervisor November 2023 - Present

#### Responsibilities:

- Supervise and coordinate daily cleaning and maintenance of hotel pool, guest rooms, and common areas.
- Assign tasks to cleaning staff and monitor performance to ensure high quality standards.
- Maintain pool hygiene and safety, including water quality checks and proper use of cleaning equipment.
- Train and mentor new staff in cleaning procedures, safety rules, and customer service.
- Assist guests with poolside and hotel requests, providing friendly and professional service.
- Manage inventory of cleaning supplies and equipment, ensuring availability and proper storage.
- Handle guest complaints related to cleanliness or pool facilities, resolving issues promptly.
- Prepare daily reports for hotel management on staff performance, maintenance, and guest feedback.
- Ensure all operations comply with hotel policies, safety regulations, and hygiene standards.

### Jacaranda Heights Islamabad

### Pool Boy / Hospitality Staff August 2022 to November 2023

#### Responsibilities:

- Maintain cleanliness and hygiene of the pool area, including skimming, vacuuming, and water quality checks.
- Ensure safety of guests by monitoring pool rules and spotting potential hazards.
- Assist guests with poolside needs, such as towels, seating, and equipment.
- Operate and maintain pool cleaning equipment properly.
- Coordinate with hotel staff to ensure smooth daily operations.
- Report maintenance or safety issues to supervisors promptly.
- Follow hotel policies, safety regulations, and hygiene standards.
- Occasionally assist in other hotel duties such as cleaning common areas or supporting events.

**Responsibilities:**

- Greet and assist guests during check-in and check-out processes.
- Handle guest inquiries, bookings, and requests via phone, email, or in person.
- Maintain organized guest records and manage reservations.
- Coordinate with housekeeping and other hotel departments for smooth operations.
- Address and resolve guest complaints promptly and professionally.
- Provide information about hotel facilities, services, and local attractions.
- Assist in billing, invoicing, and basic administrative tasks as needed.
- Uphold high standards of customer service and maintain a professional front desk environment.

**CERTIFICATES**

Certificate of Appreciation for Meritorious - Jacaranda Heights Islamabad.

**EDUCATION**

- **Bachelor in Science (Hons)**  
2015 – 2020  
Preston University Islamabad
- **Diploma of Associate Engineer**  
2013 – 2015  
Punjab Board of Technical Education Lahore
- **Diploma In Commerce**  
2011 – 2012  
Punjab Board of Technical Education Lahore
- **Matriculation**  
2008 – 2010  
Board of Intermediate and secondary Education (BISE) Rawalpindi



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ANNOTATIONS

Religion  
ISLAM

Previous Passport  
N/A

یہ پاسپورٹ سوائے اسرائیل کے دنیا کے تمام ممالک کے لئے کارآمد ہے۔  
THIS PASSPORT IS VALID FOR ALL COUNTRIES OF  
THE WORLD EXCEPT ISRAEL.



Handwritten signature in blue ink.

HOLDER'S SIGNATURE OR THUMB IMPRESSION

حامل ہذا کا دستخط یا نشان انگوٹھا

NOT VALID WITHOUT SIGNATURE OR THUMB IMPRESSION

یہ پاسپورٹ بغیر دستخط یا نشان انگوٹھا ناقابل استعمال ہے۔





SSC No:- 630132

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

C.No.185313/1041220



# Board of Intermediate and Secondary Education, Rawalpindi

SECONDARY SCHOOL CERTIFICATE EXAMINATION

ANNUAL 2010

Certified that AAMIR SHAHZAD

Son/Daughter of NIJABAT HUSSAIN whose particulars  
are given below has passed the Secondary School Certificate Examination  
held in the month of MARCH-MAY, 2010 Roll No 102285 Securing 559

Marks ( FIVE HUNDRED FIFTY-NINE ) Grade awarded C

Registration No. 10144030024 Group of Subjects SCIENCE

As a whole / In Parts AS A WHOLE Regular / Private REGULAR

District/Institution MUMTAZ SECONDARY (BOYS) SCHOOL MILLAT CHOWK CHAKW,

Date of birth (in figures) 24-12-94 (in words) 24th Dec

One thousand nine hundred and NINETY-FOUR

## SUBJECT - WISE DETAIL OF MARKS OBTAINED

S.NO	NAME OF THE SUBJECT	MAXIMUM	OBTAINED
1	ENGLISH (COMPULSORY)	150	069
2	URDU (COMPULSORY)	150	091
3	PAKISTAN STUDIES	075	054
4	ISLAMIYAT (COMPULSORY)	075	051
5	MATHEMATICS (COMPULSORY)	150	066
6	PHYSICS	150	081
7	CHEMISTRY	150	065
8	COMPUTER SCIENCE	150	082
TOTAL		1050	559

INTERNAL GRADE : B



Rawalpindi, dated:

OCTOBER 8, 2013

SECRETARY

Note:- This certificate is issued without alteration/erasure.

S.No. 290930



# Punjab Board of Technical Education Lahore

*First Annual Examination, 2012*

*Certified that* AAMIR SHAHZAD  
*son/daughter of* NIJABAT HUSSAIN  
*Registration No* 110-1197-07280 *of the*  
GOVERNMENT INSTITUTE OF COMMERCE, CHAKWAL

*has satisfactorily completed the* TWO YEAR *Programme of Instructions in*  
DIPLOMA IN COMMERCE

*and has passed the Examination* as a whole *securing* 764 *marks*  
*out of* 1200 *and has been placed in* "B" *Grade*



*In recognition thereof this*

## Diploma in Commerce

*is awarded at Lahore on the* November 08, 2012



*[Signature]*  
 Secretary

This Diploma is issued without alteration or erasure



S.No. 446323

Roll No. 142953



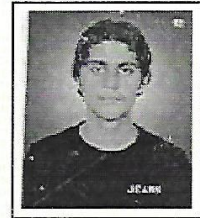
# Punjab Board of Technical Education Lahore

*First Annual Examination, 2015*

Certified that AAMIR SHAHZAD  
son/daughter of NIJABAT HUSSAIN  
Registration No 212-1356-05602 of the  
RAWALPINDI POLYTECHNIC INSTITUTE, CITI TRADE CENTRE, CHAKWAL

has satisfactorily completed the THREE YEAR Programme of Instructions in  
ELECTRICAL TECHNOLOGY

and has passed the Examination as a whole securing 2712 marks  
out of 3550 and has been placed in "A" Grade



*In recognition thereof this*

## Diploma of Associate Engineer

*is awarded at Lahore on the September 13, 2015*



*Secretary*  
Secretary

This Diploma is issued without alteration or erasure

Printed on : June 03, 2016

# Preston University

Rohat - Pakistan

This is to Certify That

**Aamir Shahzad**

Has satisfactorily and completely fulfilled all requirements for the prescribed studies and the examinations of the University, and has, therefore, been admitted to the Degree of

**Bachelor of Science (Honours)  
in Electrical Technology**

In testimony whereof, this Degree has been issued under authorized signatures and official seal of the University, on twenty fourth day of February 2021.



Chancellor



Registrar

Degree No. **135490**

Registration No. 146A-315018



