



Muhammad Fahad Khan

Master

Location : Pakistan
Education : Master's in Hospitality and Tourism Management
Experience : 5Years, 1 Months
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Target Job

Target Job Title	Management, Tourism, Hospitality
Job Role	Hospitality and Tourism
Career Level	Management
Target Job Location	Pakistan
Career Objective	A competent and highly qualified professional, holding master's in Hospitality and Tourism Management and bachelor's in Business Administration along with short yet diversified experience of teaching, banking operations and business development initiatives with capability of building new business relationships and capitalizing on new/profitable business opportunities. Accrued skills in business management, hospitality and tourism sector and ready for a career in this exciting and fast-growing industry. Seeking a challenging position with a progressive organization wherein accrued conceptual hospitality and tourism expertise and industry exposure can be utilized towards attainment of unparalleled and sustainable business growth.
Target Industry	Hospitality and Tourism
Employment Type	Full Time Employee
Target Monthly Salary	Negotiable
Notice Period	Immediately

Work Experience

February 2012 - March 2015

Key Skills Gained During Academic Tenure

University of Birmingham, UK

Key skills:

- Completely equipped for career readiness in the management and Hospitality and tourism sector.
- Gathered professional knowledge and skills necessary to become an effective leader and decision-maker in today's fast-paced, global business environment.
- Gained management skills necessary in areas such as food service, lodging, attractions, tourist sites, and conference centers in both the

private and public sectors.

- Develop additional competencies applicable to working in or managing an organization within the hospitality and tourism industry, including airline and cruise companies, hotels and resorts, convention and meeting planning organizations, travel agencies, tour companies, and food service organizations
- Explored the management of core business functions to develop analytical, critical-thinking, and communication skills with emphasizes strategy, leadership, innovation, technology, ethics, and team building.
- Learnt to apply concepts to real-world business situations that enabled for success in the workplace.
- Formulated, implemented, and evaluated effective business strategies based on analyses of domestic and global operating environments, market dynamics, and internal capabilities.
- Gained a 360 degree view of economics, global, and financial dynamics of markets and the general business environment. Hospitality & Tourism, etc.
- Demonstrated knowledge to think strategically about the hospitality business, apply advanced theories in tourism, and identify and analyze opportunities in the hospitality franchise industry.

22nd October 2018

Lecturer (On Regular basis)

University of Malakand

8 April 2018 – 21 October 2018

Lecturer

University of Chitral

Key Responsibilities:

- Conducting lectures and engaging students in different educational activities.
- Arranging curriculum for BS and Master Programs adding topics that are more relevant and important and excluding the ones not so important.
- Leveraged subject knowledge in developing curriculum, lesson plans, worksheets/ case studies and projects that ensure maximum possible coverage of prescribed syllabus.
- Promoted class discipline and good practice with regard to punctuality, behaviour and standards of work while assuming total responsibility of student welfare.

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Guest Service Officer

Pearl Continental, Peshawar, Pakistan

Key Responsibilities:

June 2017 – September 2017

- Welcome a guest into the business establishment, ensuring that their guests are happy with their service at all times. When VIPs check in, escorts them to their room and offering them the amenities they may want to avail.
- Promoting hotel or business establishment by presenting to the guests what are the amenities the hotel has to make their stay a much memorable one.
- Listening to the complaints that may arise from the guests and responding in a positive manner to the guest whose standards are not met.
- Collaborating and communicating with other departments regarding guest needs
- Anticipate guest needs and build rapport with customers and Offer assistance with certain tasks

January 2013 – April 2015

Operations Manager (Part time)

Waheed Mobile Accessories Ltd, Birmingham, England

Key Responsibilities:

- Managing different business units at different times, dealing with customers queries, handling them professionally to satisfy customers and benefit business in long run.
- Forecasting events and preparing business to efficiently implement strategies that benefit business.
- Providing unit managers with weekly stock and guidance on how to effectively achieve targets.

March 2012 – January 2013

Business Unit Manager (Part time)

Waheed Mobile Accessories Ltd, Birmingham, England

Key Responsibilities:

- Providing professional customer service in a very competitive environment.
- Achieving weekly targets and making sure smooth business operations without hurdles.
- Keeping record of weekly business sales and stock.

June 2011 – December 2011

Assistant Manager

Unique Business Components, Peshawar, Pakistan

Key Responsibilities:

- Provided supervisory support for coordinating workflow across all departments, under the directions of the manager.
- In-charge of smooth running of daily office operations and ensured all necessities are fulfilled in an effective and efficient manner.
- Maintained precise and accurate records of all day-to-day operations; assessed impact and ascertained attainment of desired results, computed reports thereof for strategic analysis and interpretation.

July 2010 - August 2010

Internee

National Bank Pakistan, Chakdara, Pakistan

Education

March 2015

Masters in Hospitality and Tourism Management

University of Birmingham, UK

Master's Thesis: Crisis Management: Case study of Pakistan

April 2011

Bachelors in Business Administration (BBA, Finance)

Ghandhara University, Pakistan

Trainings and Seminars

3rd july- 5th july

Resource person

Development and Management national parks in Khyber Pukhtunkhwa

- Three days awareness program arranged by Wildlife department of Kpk Pakistan.
- Main focus on Hospitality and Hotel industry and its future opportunities.
- Local community participated in it.

March 2016

Guest Speaker

Attended a Seminar at Malakand University Regarding Education Abroad.

November 2015- April 2016

Volunteer Faculty Member

University of Malakand, Pakistan

Key Responsibilities:

- Conducted lectures on subjects including Event Management, Food & Beverage Operations and Business communications with an aim of inducing curiosity, provoke thinking/ imagination, develop pupil's interest and help them achieve academic goals.
- Motivated and challenged students in completing Master Thesis projects by utilizing my present skills and knowledge as well as providing a prospect for continued professional development and growth in education, counselling and administration.
- Leveraged subject knowledge in developing curriculum, lesson plans, worksheets/ case studies and projects that ensure maximum possible coverage of prescribed syllabus.
- Promoted class discipline and good practice with regard to punctuality, behaviour and standards of work while assuming total responsibility of student welfare.

Publications

1. **Muhammad Fahad Khan.** *Recovery strategies of Pakistan: dealing tourism wreaked with terrorism.* [International Journal of Research in Tourism and Hospitality] (<http://dx.doi.org/10.20431/2455-0043.0401007>)
2. **Muhammad Fahad Khan.** *Scrutinizing Crisis Management Theory in tourism inflicted with terrorism.* [Under Review (International Journal of Tourism Research)]
3. **Muhammad Fahad Khan.** *Typologies of terrorism and its impact on the image of Pakistan with tourists.* [Under Review (International Journal of Tourism Policy)]

Skills

Level: Expert	Strategic Business Development, Travel & Tourism Management, Business Administration
Level: Expert	Banking Operations, Business Communications, Event Management, Planning, Crisis Management
Level: Expert	Standardized Policies & Procedures, Customer Service, Market Research, Competitor Analysis
Level: Expert	Multi-Tasking, Prioritizing, Time Management, Conflict Resolution, Ability to Work Under Pressure
Level: Expert	Leadership, Communication & Interpersonal Skills, Analytical & Problem Solving, Team Building
Level: Expert	MS Office (Word, Excel, PowerPoint), Internet Exploration and Research

Languages

English

Expert

Urdu

Expert

Pashto

Native

Certificates

May 2009

Office Automation

ICMS, Peshawar, Pakistan

August 2009

Networking and Hardware

ICMS, Peshawar, Pakistan
