



AMIR M. SHEIKH

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EDUCATION

The Pennsylvania State University, University Park, PA
Masters of Science (MS) in Human Resources and Employment Relations

May 2021 (Expected)

The University of Nilai, Nilai Malaysia
B.A. (Honors) in Business and Hospitality Management

Graduation: 2017
Cumulative GPA 3.33/4.00

PROFESSIONAL EXPERIENCE

The Philadelphia 201 Hotel, Philadelphia Pennsylvania
(formerly known as *The Sheraton Philadelphia Downtown Hotel*)

June 2018 - August 2019

Guest Service Agent

- Frequently featured and highly reviewed in multiple of Marriott's global guest satisfaction surveys, TripAdvisor comments & Google reviews.
- Greet guests, in person and via telephone, issue room keys, and recommend hotel services and local attractions. Investigate and resolve guest inquiries and complaints in a timely manner; serve as the occasional concierge and bellboy.

Leadership Initiatives

- Introduced the concept of a manager-in-training program; co-authored, designed and collaborated with key managers to establish the program.
- Encouraged the development of standardized procedures for associates to refine service efficiency and enhance quality control in departmental meetings.
- Volunteered in the changeover process to the new hotel brand and IT systems; assisted in compiling new servers and building workstations, adjusting and closing of in-house and checked-out open folios to successfully launch the new system.

The St. Regis Langkawi, Kuah Malaysia
Rooms Division Management Trainee

December 2016 - August 2017

- Collaborated with executive leadership and assisted in several on-going projects while gaining in-depth rotational training in the front office, butler and housekeeping departments.
- Co-designed a presentation with the Head Butler to enhance the quality and efficiency of the butler services; our proposition to restructure the department was accepted by the hotel leadership and helped create more memorable butler-guest interactions by decreasing response time, implementing planned service recovery and surprise/delight opportunities.

Front Office

(November 2016-February 2017)

- Performed tasks as Manager-on-Duty for the hotel to manage guest services in an exceptional and cost-effective manner.
- Managed the daily operation of valet, bellmen, and coordinated with department heads to resolve cross-departmental concerns in day-to-day operations.
- Received recognition awards from General Manager for ensuring professional, efficient and friendly check-in and check-out experiences.

Butler Department

(March 2017 - August 2017)

- Earned a recognition award from the Head Butler for providing exceptional signature services to special tender-loving-care (TLC) guests.
- Resolved guests complaints and concerns via phone and the E-butler platform, and efficiently communicated and delegated tasks to butlers and relevant departments to ensure a smooth personalized experience for all guests.

AWARDS AND RECOGNITION/LEADERSHIP EXPERIENCE

University of Nilai – Nilai, Malaysia

October 2013 – November 2016

- Invited to Prime Minister's House for royal dinner and further selected as one of the three interviewees for the local news channel.
- Selected leader for trekking expedition to Telok Forest and elected as sea captain for kayaking expedition in an Outward Bound Training Course.
- Awarded Best Speech in a Dale Carnegie Course.
- Awarded a certification in Personal Branding by Chapter One Asia, an image consultancy firm.

Student Government

September 2015 - September 2016

Club Moderator (September 2015-April 2016), Secretary (April 2016 - September 2016)

- Worked as a student liaison for the hospitality program, serving as an intermediary between students and upper management to highlight student concerns and resolve academic issues.
- Selected as a chairperson to lead and moderate a panel discussion on "Gender Inequality and Leadership" in the Future Leader's Camp 2014.
- Coordinated with student government members to improve university student life; scheduled intra-club meetings to notify student leaders of changes in academic and club policies.

Student's Humanitarian Society

August 2014 - November 2017

Vice President (August 2014-September 2015), President (October 2015- November 2017)

- Lead Officer Board that coordinated club activities such as homeless feeding events, soup kitchens, orphanage and old age home visits, hiking and camping excursions as well as inter-university student conventions focused on humanitarian activities.
- Collaborated with several clubs to orchestrate a "Helping Hands Awareness Program" to raise funds for HIV-infected orphaned children; chaired a health forum attended by student doctors to encourage healthier lifestyles.

SKILLS

Language: English (fluent), Hindi (fluent), French (intermediate), Malay (basic), Bengali (basic).

Technical: Experienced and proficient in Microsoft Office, Mac OS, Galaxy Lightspeed, Micros POS, & Marriott Global Source.

Soft Skills: Strong interpersonal and written communication, leadership, relationship management, intercultural competence & conflict resolution.