



Zuhad Bin Nisar

Profile

Front of House / Customer Service Supervisor with **2+ years** of experience across luxury residential communities, including a **1,600+ unit** site at Square Gardens (Manchester). Delivered up to **30% gains in guest satisfaction** and **35% efficiency improvements** by streamlining check-ins/outs, optimising rosters, and leading high-performing reception teams with **99% service consistency**. Strong in **concierge, access control, VIP arrivals, and H&S compliance** (99% adherence), coordinating contractors and emergency services to ensure a safe, welcoming environment. Advanced user of **Opera PMS, Asana, MRI and KxResidential**.

Work Experience

Front of House Supervisor/Customer Service, Chroda Facilities Management, Manchester, UK

SEPT 2024 – DEC 2025

- **Led Front Desk Operations** across all shifts, achieving a **30% increase in guest satisfaction** by ensuring smooth check-in and check-out, resolving guest complaints promptly, and maintaining a strong guest-focused service culture.
- **Optimised Front Office Processes**, including duty rosters, PMS room status monitoring, VIP arrivals, and interdepartmental coordination, improving **operational efficiency by 35%** and reducing service delays.
- **Trained & coached** front desk teams, strengthening service standards, guest handling, and operational accuracy, achieving **99% consistency in service delivery** while effectively leading shifts and supporting management coverage when required.

Front of House Officer/Customer Service Officer, AK9 Security & FM Solutions Ltd, Manchester, UK

JAN 2024 – SEPT 2024

- **Led front desk and concierge support**, achieving a **25% increase in guest satisfaction** through clear communication, personalised guest service, and professional visitor handling.
- Optimised front desk procedures and **guest record management**, reducing check-in & visitor-handling errors by **30%** while ensuring accuracy and efficiency at all times.
- Maintained **98% compliance** with **health and safety standards** by strictly following SOPs and supporting a secure, professional front of house environment.

K9- Officer, QK9 Security Services, Manchester, UK

DEC 2022 – DEC 2023

- Ensured site safety and security across multiple locations by overseeing **K9 operations** and conducting routine patrols, contributing to a **30% reduction in security incidents**.
- **Coordinated** effectively with law enforcement and emergency services, improving **incident response times** and resolution efficiency by **25%**.
- **Trained and managed K9 units** through structured training programs and regular performance evaluations, resulting in a **35% improvement in operational effectiveness**.

Team Member, KFC, Manchester, UK

SEPT 2022 – MAR 2023

- Delivered fast, friendly service, increasing **customer satisfaction scores by 20%** during peak hours.
- Maintained **accuracy and efficiency** in order preparation, reducing order errors by **30%**.
- Supported **team operations and training**, improving **shift productivity** and service speed by **25%**.

Details

Bahria Town Phase 8
Islamabad, Pakistan
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Zuhadnisar@gmail.com

Nationality

Pakistani

Links

[LinkedIn](#)

Skills

Front of House Operations
Reception Management
Guest Relations
Communication
Customer Service
Facilities Coordination
KxResidential
MRI Property Management
Office Lock Management
Microsoft 365
Opera PMS
Zendesk
Asana
Team Support
Process Improvement
Leadership

Languages

English
Urdu
Hindi
Arabic

Education

Master's in Project Management, The University of Law, Manchester

SEPT 2022 – SEPT 2023

**Level 7 Certificate in Strategic Management & Leadership Practice,
Chartered Management Institute, Manchester**

SEPT 2022 – SEPT 2023

Bachelor of Science, Physics, Comsats University, Islamabad

FEB 2017 – JAN 2022

Certifications

Dubai College of Tourism - Hotel Front Office Operations

LinkedIn-Customer Service Foundations

Opera PMS-Mastering Hotel Reservations

Google - Foundations of Project Management

LinkedIn - Strategic Planning

LinkedIn - Mastering Project Management with Asana

Fire Marshal Certification

Coursera - Business Analysis, Work Breakdown Structures, Gap Analysis

Achievements

Employee of the Month, Chroda FM

JUL 2025

License

Full Driving License

References

References available upon request

Notice Period

Available Immediately