

# Mehedy Hasan

Front Office Supervisor



## PROFILE

Dedicated and customer-focused Customer Service specialist with a successful background in leading high performing teams to meet or exceed objectives. A tactical and inspiring team builder with experience in winning, team development, and delivering excellence.

## Contact Information

mehedy107@gmail.com

+974 30424355

Tadmur Street, Doha-22550, Qatar

## EXPERIENCE

### Customer Service Specialist, Qatar Airways

April 2019 - Present

- ❖ Welcome customer as a brand ambassador, collected all related documents for travelling to another country with the instruction by IATA and embassy requirements.
- ❖ Completed all the procedures of check in, accepted baggage, and arranged seat plan as per procedure.
- ❖ Responded to customer questions and complaints, delivered fast, friendly, and knowledgeable service and was successful in retaining customer loyalty.
- ❖ Responded to customer requests by coordinating with supervisor & related dpt.
- ❖ Used Amadeus Altea system for documents, check in, customer requests, problem issues and recommended solutions.
- ❖ Responsible for preparing, completing, and processing all forms with regard to all customer reservation information, ensuring all information was accurate and recorded and making changes to the database if needed.
- ❖ Enhanced service delivery by recommending procedures and products in response to customer feedback.
- ❖ Collected customer information, assessed issues and determined possible solutions.
- ❖ Communicated with customers regarding seat plan, transit country requirements, baggage collection information, addressed, and resolved customer issues.
- ❖ Communicated effectively to appease angry customers by suggesting the best ways to resolve service and billing issues.
- ❖ Established & enforced rules of safety and security policies to comply with customers requested for successful check in for traveling.
- ❖ Keep updating myself about travel requirements and restrictions provided by embassy rules and regulations using company intranet.

## SKILLS

Micros (Opera), Experienced

Amadeus Altea, Skillful

Amadeus Reservation, Beginner

Microsoft Word, Skillful

Microsoft Excel, Beginner

Inventory Control, Skillful

Microsoft Power-point, Skillful

Client Relations, Expert

Credit card payment processing,  
Skillful

Customer Service, Expert

Document Control, Experienced

Report Generation, Experienced

Store Maintenance, experienced

Call Center Experience, Expert

Coordination, Experienced

PERSONAL INFORMATION

- ❖ **Nationality:** Bangladesh
- ❖ **Date of Birth:** 5th March, 1992
- ❖ **Visa Status:** Sponsored by Qatar Airways
- ❖ **Marital Status:** Single

REFERENCES

**Referent’s Full Name:**  
Mark Khadra

**Company:** Marriott  
International Inc

**Phone:**  
+961 70 420 488

**Email:**  
Mark.khadra@lemeridien.com

## **Guest Service Agent, Marriott international Inc(Le Meridien, Dhaka)**

May, 2017 - March, 2019

- ❖ Warmly welcomed guest for check in
- ❖ Using a positive attitude at all times and responding quickly, Resolved customer complaints, concern and other issues to their satisfaction.
- ❖ Upon check in explain guest about room, facilities, billing method etc
- ❖ Provided accurate cost and fees to patrons' confirmed name of account & processed payments.
- ❖ Performed customer payment duties including providing receipts and change.
- ❖ Ensured security and safety throughout all areas by monitoring safety and health and making sure that sanitation processes were strictly followed.
- ❖ Collected all POS machine checks from different outlets, If anything wrong posted manually, kept all checks appropriately.
- ❖ Supervised team and ensured continuous and effective communication and assistance to foster a positive work environment.
- ❖ Ensured staff coverage was appropriate for all shifts and changed staff schedules as necessary.
- ❖ Looking after Guest queries, finding solutions, keeping auditing arrival, departures, Handling cash, POS machine, completed procedure for night audit, communicating with different departments for smooth service is a daily practice.
- ❖ Check in, check out, Cashiering, Phone queries made daily practice for a GSA.

## **EDUCATION**

### **Bachelor of Arts, National University**

Completed B.A honours in English

2010 - 2014

### **Front Office Diploma, Update college**

Completed front office diploma in Hotel Management

2014 - 2016

