

Mohammad Sazal Islam

Assistant Manager

Forward-thinking team leader skilled at operating departments efficiently to meet goals. Successful background matching employees with roles for maximum performance. Proactive and hardworking individual focused on continuous operational improvement. Proficient in using independent decision making skills to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.



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📍 Kuala Lumpur, Malaysia

WORK EXPERIENCE

Assistant Manager

Minang Cove Resort, Rompin, Pahang

03/2023 - Present

Achievements/Tasks

- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.

Supervisor

Rimba Cafe, Rawang, Selangor

12/2021 - 02/2023

Achievements/Tasks

- Monitored workflow to improve employee time management and increase productivity.

Restaurant Manager

Bigplan@108, Kuala Lumpur

12/2020 - 11/2021

Achievements/Tasks

- Developed, implemented and managed business plan to promote profitable food and beverages sales.

Activities Coordinator

Minang Cove Resort, Rompin, Pahang

03/2019 - 11/2020

Achievements/Tasks

- Coordinated, planned, developed and implemented activities designed to enrich lives of assisted living residents.

Food and Beverage Supervisor

Minang Cove Resort, Rompin Pahang

03/2017 - 11/2018

Achievements/Tasks

- Supported and assisted team members in handling guest inquiries, request and resolving guest complaints.

House Keeper

Minang Cove Resort, Rompin Pahang

03/2015 - 11/2016

Achievements/Tasks

- Used chemicals by following safety protocols to avoid burn or injuries and engaged with guest on room requirement to promote overall satisfaction.

SKILLS

Computer Skills

Browsing

Microsoft Office

Problem Solving

Team Leadership

Organizational Communication

EDUCATION

Higher Secondary School Certificate Examination (2010)

- H.S.C Business Studies
- Govt. A.H. College
- GPA: 4.80 out of 5.00

Secondary School Certificate Examination (2008)

- S.S.C Business Studies
- Namuja High School
- GPA: 4.94 out of 5.00

ACCOMPLISHMENTS

Special Training on Hotel Management, Food and Beverage.

Workshop of Supply Chain Management in 2015

LANGUAGES

Bangla

Full Professional Proficiency

English

Full Professional Proficiency

Malay

Full Professional Proficiency

Hindu & Urdu

Full Professional Proficiency

PERSONAL INFORMATION

Name: Mohammad Sazal Islam

Blood group: B+

Sex: Male

Nationality: Bangladeshi

Religion: Islam

Date of Birth: 10 May 1993

Marital status: Single