

# MD. ZIAUDDIN RASEL

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## Objective:

I want to build a dynamic and disciplined career in a world class organization, where I can utilize my skills, experiences, strategies, thinking, and other relevant qualities to achieve organizational goals and simultaneously contribute to my professional & personal development.

## Working Experiences: (6 Year Approx.)

### 1. Organization: Thai Airways

**Current Position:** Airport Customer Service

**Department:** Airport (HSIA)

**Employment Status:** Permanent

**Date of Joining:** December 2017 (Continuing)

## Job Description:

1. Provide assistance to passengers on arrival and departure, ensuring high quality and professional passenger service is maintained at all times.
2. Checking passengers in giving seat numbers providing boarding passes and luggage labels.
3. Maintaining good relation with Ramp control, GSC operation and Airport Tower. Co-ordinate the airport operation of chauffeur-driven limousines for eligible passengers after arrival, and open the Emirates arrival information desk.
4. Telling passengers about luggage restrictions weighing baggage and collecting any excess weight charges.
5. Taking care of people with special needs, and unaccompanied children
6. Calming and reassuring nervous passengers.
7. Assist in the preparation and completion of pre and post flight documentation and statistical information to ensure all data is accurately accounted for.

### 2. Organization: Malaysia Airlines

**Current Position:** Passenger Service Specialist (PSS)

**Department:** Dhaka Airport

**Employment Status:** Permanent

**Date of Joining:** April 2015

**End Date:** October 2017

## Job Description:

1. Maintaining good relation with Ramp control, GSC operation and Airport Tower. Dealing with passenger enquiries about flight departures and arrivals.
2. Checking passengers in giving seat numbers providing boarding passes and luggage labels.
3. Provide cover in the absence of the senior team members during leave/sickness/training as directed by the Airport Services Officer or other senior colleague.
4. Telling passengers about luggage restrictions weighing baggage and collecting any excess weight charges.
5. Calming and reassuring nervous passengers.

**3. Organization:** CSD Bangladesh (Ministry of Defence)

**Position:** Senior Travel Consultant

**Department:** Travel Related Services (TRS)

**Employment Status:** Permanent

**Employment Period:** June 2012 to April 2015.

## Educational Qualifications:

Institution	Exam Title	Concentration	Passing Year	GPA/Class
Shakhe Burhanuddin Post Graduate Collage	Masters	Marketing	2014	1 <sup>st</sup> Class
Shakhe Burhanuddin Post Graduate Collage	Hon's	Marketing	2012	2 <sup>nd</sup> Class
Dhaka Board	HSC (Higher Secondary Certificate)	Business Studies	2006	3.40 out of 5.00
Dhaka Board	SSC (Secondary School Certificate)	Business Studies	2002	3.0 out of 5.00

## Professional Qualification:

Certification	Institute	Location	From	To
Travel Agency and Tour Operation	Bangladesh Parjaton Corporation	Dhaka	10 <sup>th</sup> Oct2011	10 <sup>th</sup> Mar2012

## Training Summary:

Training Title	Topic	Institute	Year
ABACUS	Reservation and Ticketing	ABACUS Bangladesh LTD	2013
GALILEO		Galileo Bangladesh Ltd.	2012

## Computer Skills:

Excellence in windows based operating system & software applications like MS Word, MS Excel, and MS PowerPoint, etc

## Language Proficiency:

**Languages:** *English* (Professional), *Bangla* (Native) & *Urdu/Hindi* (Conversational)

## Personal Detail:

Name : Md. Ziauddin Rasel.  
Father's Name : A.H. Altaf Hossain  
Mother's Name : Rehana Akther Nehar  
Date of Birth : 11 December, 1985  
Nationality : Bangladeshi.  
Marital Status : Married

Sincerely Yours,

**MD. ZIAUDDIN RASEL**

## References:

Md. Ejaz Ahmed  
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Dhaka Airport  
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Md. Syed Asif Iqbal  
Senior Aircraft Mechanic  
Thai Airways  
Dhaka Airport  
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