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| |  |  |  | | --- | --- | --- | | **AHMED FAZLEE SABBIR** | |  | | --- | |  | | | Address: 55/15 NORTH MANIKDI DHAKA CANTONMENT DHAKA 1206  Mobile No : 01914991893  E-mail : fazleesabbir@gmail.com | |

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| **Career Objective:** |
| ♣ As a self motivated person I would like to join in a organization where I can show my ability and perform my assigned duty. Profile: I want to work as a [Executive, Administration](javascript:void(0)) in a renowned organization which have a good working environment. I have the leadership and organizing power, honesty, reading people, presentation skill, creativity and work on time. |
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| **Employment History:** | |
| 1. | **Guest Relation Officer ( September 3, 2016 - Continuing)** |
|  | **BEST WESTERN PLUS Maple Leaf**  Company Location : Plot-1B, Road-1,Sector-1,Uttara, Dhaka 1230, Bangladesh  Department: Front Office  ***Duties/Responsibilities:***  Welcoming guests by greeting them, in person or on the telephone; answering or referring inquiries. Maintaining all the procedure of check-in operations both in manually and in software. Prior to check-in operations, maintain the reservation operations.  Ensure protocol service for guest.  Ensure air ticketing service for the guest Capable to handle guests demand, problems or any complaints. To ensure that rooms have been serviced and maintained to the standards laid down by the Company. To ensure effective liaison between reservations and front office staff with other departments Ensuring Guest satisfaction with etiquette and manners Posting charges to guest accounts. Handling paid-outs.  Transferring guest balances to other accounts as required. Cashes checks for guests following the approval policy. Prepare the protocol service and ensure airport pickup and drop service. Then completing guest check-out procedures. Settling guest accounts, handling cash, credit cards and direct billing requests properly. Posting non-guest ledger payments. Balances cash at the close of the shift. Manages safe deposit boxes. To ensure that all charges are correctly entered on the guest's bill and that this is up to date at all times. To maintain good contact with the customers. Maintain security by following procedures; monitoring logbook. Maintain safe and clean reception area by complying with procedures, rules, and regulations. Answer all incoming phone calls and transfer as required. Receive incoming couriers and parcels and distribute to the respective associates. Prepare and take necessary action for outgoing parcels and letters. |
| 2. | **Guest Relations Officer ( September 23, 2014 - August 31, 2016)** |
|  | **Lakeshore Hotel & Apartments Banani**  Company Location : Road-13/A , House -81 Block-D, banani Dhaka - 1213  Department: Front Office  ***Duties/Responsibilities:***  Guest Check - in , Guest check-out, Guest accounts settlement, prepare the daily sales and expenses report, prepare the night audit report prepare the vat report, prepare the monthly roaster, logbook maintain, petty cash maintain room key controlling, take the reservation , prepare sales call chart.  **Academic Qualification:** |

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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Exam Title** | **Concentration/Major** | **Institute** | **Result** | **Pas.Year** | **Duration** | **Achievement** | | Masters of Business Administration (MBA) | Human Resource Management and marketing | Southeast University | CGPA:3.10 out of 4 | 2016 | 2015-2016 | B | | BATHM-Bachelor of Arts inTourism and Hospitality Management | Business Administration | International University of Business Agriculture and Technology | CGPA:3.05 out of 4 | 2013 | 2009-2013 | B | | HSC | Business Studies | B A F Shaheen College Kurmitola | CGPA:2.9 out of 5 | 2008 | 2006-2008 | C | | SSC | Business Studies | B A F Shaheen College Kurmitola | CGPA:3.88 out of 5 | 2006 | 2004-2006 | A- | |

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| **Career and Application Information:**   |  |  |  | | --- | --- | --- | | Available For | : | Full Time | | Present Salary | : | Tk. 25000 | | Expected Salary | : | Tk. 35000 | | Preferred Job Category | : | HR/Admin. | |

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| **Extra Curricular Activities:**  • I finished different types of promotional activities of IUBAT. • General member of Blues Club of IUBAT. • Performed as a General Secretary of Accounting Club of B A F Shaheen College, Kurmitola. ¬ I finished Community Level Volunteer Training(CLVT) under USAID and Bangladesh Fire Service and Civil Defence Directorate.  **Computer Skills:**   * Integrated Software: Rezlynx (PMS) software Nice Hotel Software, MS-Word, MS-PowerPoint, * Internet Skill: E-mail and internet browsing.   **Strengths:**   * I always maintain JIT (Just in Time) policy. * I can perform well under pressure. * I can speak in English Fluently.   **Language Proficiency:** |

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| |  |  |  |  | | --- | --- | --- | --- | | **Language** | **Reading** | **Writing** | **Speaking** | | Bengali | High | High | High | | English | High | High | High | |
| **Personal Details :** |

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| |  |  |  | | --- | --- | --- | | Father's Name | : | MD.RAFIQUEL ISLAM | | Mother's Name | : | AMINA ISLAM | | Date of Birth | : | September 4, 1991 | | Gender | : | Male | | Marital Status | : | Unmarried | | Nationality | : | Bangladeshi | | Religion | : | ISLAM | | Permanent Address | : | VILL-SHIRONKAZI,POST-BOLDIATA BAZAR,Thana-Dhonbari,DIST-Tangail. | | Current Location | : | Dhaka | |

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| **Reference (s):** |
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