MUHAMMAD ABDULLAH

Date of Birth : 22-07-1986

Nationality : Bangladeshi

Gender : Male

CONTACT

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PROFILE

An enthusiastic and skilled hotel with others 18 years of experience in guest services, I am dedicated to delivering an outstanding guest experience and promoting operational excellence. With my educational background in Hotel Management and hands-on experience in the front office, I aim to contribute to a dynamic team and advance my career in the hospitality industry by taking on new responsibilities and leadership roles.

WORK EXPERIENCE

Hotel Mishuk – Sr. Executive- Front Office

07/ 2007 - 11/2009
Cox's Bazar, Bangladesh.

- Greet guests warmly and handle check-in and check-out.
- Making room reservations, cancellations, and modifications.
- Handover and takeover shift wise cash & other financial transaction.
- Provide Customer Service to Guests.
- Collect guest feedback and share it with relevant departments to improve services.
- Offer room upgrades and upselling options based on guest needs and availability.
- Monitor security concerns and ensure guest safety by adhering to hotel security protocols.

Lake Shore Hotel & Apartment - Manager - Front Office

12 / 2009 – 03/2015
Cox's Bazar, Bangladesh.

- Be proficient in the hotel's PMS to check guests in/out, manage reservations, and update guest preferences.
- Handle transactions for retail purchases, restaurant charges, or spa bookings.
- Use phone, email, and messaging systems to communicate efficiently with guests, keeping them updated on check-in/check-out times, services, or any changes.
- Assist with group bookings, coordinate reservations for meetings, conferences, or weddings, and ensure group check-ins/check-outs are handled smoothly.

Akij Group – Head of Transport

04/ 2015 - 05/2023
Dhaka, Bangladesh

Overseeing all aspects of the company's transportation operations, ensuring Efficient and cost-effective delivery of goods. They would also be involved in Developing & optimizing the distribution network, managing vehicle Driver and helper recruitments.

Joint Freight Systems Ltd – Director (Marketing & Business Development)

06/ 2023 - Present
Chattogram, Bangladesh

ACCOMPLISHMENT TRAINING

- Hotel Management Course-SLNo.4123/08 Department of Youth Development Ministry of Youth and Sports in Govt. of the People's Republic of Bangladesh.

EDUCATION AND TRAINING

PGD in Human Resource Management (HRM)   11/2017 - 12/2018

Bangladesh Institute of Management

City: Chattogram   Country: Bangladesh

Masters of Business Studies in Management

2009 - 2010

National University

City: Gazipur   Country: Bangladesh

Bachelor of Business Studies in Management

2005 - 2006

National University

City: Gazipur   Country: Bangladesh

Higher Secondary Certificate in Business Studies

2002 - 2003

Chattogram Board

City: Cox's Bazar   Country: Bangladesh

Secondary School Certificate in Business Studies

2000 - 2001

Chattogram Board

City: Cox's Bazar   Country: Bangladesh

SKILLS

- Guest-Focused Attitude
- Problem-Solving
- Patience
- Time Management
- Proficiency of Hotel Property Management System (PMS)
- Cultural Sensitivity
- Flexibility and Adaptability

PASSPORT DETAILS

Passport Number : A07164557

Date of issue   :30/03/2023

Date of Expiry   :29/03/2033

LANGUAGE SKILLS

Mother Tongue (S) : Bangla

Other Language (S) : English

ENGLISH

Listening	Reading	Spoken	Writing
B2	B2	B2	B2

SL. No.- 4123/08

Government of the People's Republic of Bangladesh
Department of Youth Development
Ministry of Youth and Sports

CERTIFICATE

This is to Certify that

Mr/ Ms. ....Muhammad Abdullah...................... has participated and successfully

completed the ....'Housekeeping'..

training course organized by the National Youth Centre under the Dept.

of Youth Development From ....15 May, 2008.......... to ......15 July, 2008.

Director
National Youth Centre
Department of Youth Development
Savar, Dhaka

Director General
Department of Youth Development
Dhaka