

MEHEDI HASAN

Customer Operations Specialist · Aspiring Data Analyst



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🌐 Nationality: Bangladeshi | 🗣 English (C1), Portuguese (A1/A2)

PROFESSIONAL SUMMARY

Results-driven **Operations & Support Specialist** with a Master's in International Studies and over 7 years of experience in high-volume, 24/7 service environments. Currently transitioning into **IT & BPO Operations**, leveraging a strong foundation in **Python Programming**, **Data Analysis**, and **CRM Management**. Proven track record of exceeding operational KPIs (CSAT, NPS) and maintaining strict Service Level Agreements (SLA). Adept at complex conflict resolution, multilingual communication, and utilizing data-driven insights to optimize customer workflows.

CORE COMPETENCIES & TECHNICAL SKILLS

- **Data Science & Technical Proficiency:** Python (Pandas, NumPy, Matplotlib), SQL (Basic), Data Visualization, Statistical Analysis.
- **Software & CRM:** Advanced proficiency in MS Excel (Pivot Tables, VLOOKUP), Opera PMS, POS Systems, and MS Office 365.
- **Troubleshooting:** System logic verification, database integrity checks, and technical issue reporting.
- **Customer Operations:** SLA Adherence, First Call Resolution (FCR), Average Handling Time (AHT) optimization, Inbound/Outbound Inquiry Management, Tier 1 Escalation Handling.

PROFESSIONAL EXPERIENCE

Grande Real Villa Itália Hotel & Spa Cascais, Portugal
Guest Relations & Operational Support Associate Apr 2023 – Current

- **SLA Management:** Executed daily operational workflows to ensure guest inquiries and service requests were resolved within standard response times, contributing to high retention rates.
- **Transaction & Data Integrity:** Operated internal Point of Sale (POS) systems to process complex billing transactions, minimizing financial discrepancies through rigorous data verification.
- **Escalation Resolution:** Acted as the first point of contact for service deviations, employing empathy and conflict resolution techniques to de-escalate issues without requiring supervisory intervention.
- **Cross-Functional Collaboration:** Coordinated with internal departments to ensure seamless service delivery aligned with brand standards.

Amari Dhaka Dhaka, Bangladesh
Front Office Communications Specialist (Guest Service Agent) Oct 2018 – Nov 2021

- **Switchboard Operations:** Managed a high volume of telephonic inquiries regarding reservations, rates, and facility information, ensuring 100% call capture and routing accuracy.
- **CRM Database Management:** Maintained comprehensive digital records of guest profiles and bookings in the central management system, ensuring data accuracy for future reporting and auditing.
- **Revenue Recovery:** Managed reservation modifications and cancellations efficiently to maximize occupancy and mitigate revenue loss.
- **Client Relationship Management:** Built rapport with distressed clients to resolve complaints promptly, protecting the brand image and ensuring positive CSAT scores.

InterContinental Kuala Lumpur Kuala Lumpur, Malaysia
Client Experience & Dispute Resolution Executive Sep 2016 – Sep 2018

- **Dispute Management:** Managed the end-to-end check-in/check-out lifecycle, including the resolution of disputed charges and billing queries requiring detailed explanation and negotiation.

- **Profile Optimization:** Updated and maintained the CRM database with specific client preferences and behavioral data to facilitate anticipatory service delivery.
- **Compliance:** Strictly adhered to Standard Operating Procedures (SOPs) regarding guest privacy, data security, and service protocols.

EDUCATION

Master in International Studies Iscte - Instituto Universitário de Lisboa, Portugal	Sep 2023 – Current
Bachelor in Tourism and Hospitality Management The People's University of Bangladesh	2020
Diploma in Hotel Management Kolej ASA, Malaysia	2017

CERTIFICATIONS & TRAINING

- **The Data Analyst Course: Complete Data Analyst Bootcamp** — Udemy
Comprehensive training in Python programming, NumPy, Pandas, and Data Pre-processing.
- **Front Office & Operations Training** — Intercontinental Kuala Lumpur.