

# Mehedi Hasan

Customer Operations &  
Support Specialist

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## About Me

Customer Operations and Support Specialist with over 7 years of experience in high-volume service environments, including shared services and hospitality operations[cite: 97]. Strong background in SLA management, CRM systems, escalation handling, and KPI-driven performance (CSAT, NPS, AHT). Currently transitioning into Junior Operations and Data Analyst roles with hands-on skills in Python, Excel, SQL (basic), and reporting.

## Work Experience

- 2023–Present **Customer Operations Specialist**, *Grande Real Villa Itália Hotel & Spa*, Cascais, Portugal
- Managed daily customer operations ensuring SLA compliance.
  - Handled Tier 1 escalations and service incidents.
  - Processed billing and transactional data with high accuracy.
  - Coordinated cross-functional teams to ensure end-to-end service delivery.
  - Contributed to high customer satisfaction and guest retention.
- 2020–2022 **Customer Support & CRM Specialist**, *Amari Dhaka*, Dhaka, Bangladesh
- Managed high-volume inbound customer inquiries.
  - Maintained CRM databases ensuring data integrity.
  - Handled reservation changes to reduce revenue loss.
  - Resolved complaints while maintaining high CSAT scores.
- 2018–2019 **Cash Operations Officer**, *Chartered Life Insurance Company Ltd*, Dhaka, Bangladesh
- Managed daily cash collections from insurance premiums and policy-related payments.
  - Ensured accurate cash handling, reconciliation, and timely bank deposits.
  - Maintained cash records and reports in compliance with internal controls.
  - Strictly adhered to company policies and legal regulations to prevent errors or fraud.
- 2016–2018 **Client Support Executive**, *InterContinental Kuala Lumpur*, Kuala Lumpur, Malaysia
- Ensured full compliance with SOPs, guest privacy, and data security.
  - Maintained accurate CRM records of client preferences to enable proactive service[cite: 119].
  - Managed guest lifecycle and resolved billing disputes for high-value clients.

## Education and Training

- 2023–Present **Master in International Studies**, *ISCTE, University Institute of Lisbon*, Lisbon, Portugal
- Field of study: Master in International Studies.

2019–2020 **Bachelor in Tourism & Hospitality Management**, *The People's University of Bangladesh*, Dhaka, Bangladesh  
Field of study: Bachelor in Tourism & Hospitality Management.

## Technical Skills

- Digital Skills CRM & Case Management, Reporting & Data Analysis, Microsoft Office, SQL (Basic), Microsoft Excel.
- Programming Python (Pandas, NumPy, Matplotlib).
- Operational SLA & KPI Monitoring, Cash Handling & Reconciliation, Compliance & Documentation.

## Language Skills

- Bengali Mother tongue.
- English C1 - Proficient user.
- Portuguese A2 - Basic user.

## Certifications

- Udemy Data Analyst Bootcamp - Python, Pandas, NumPy.