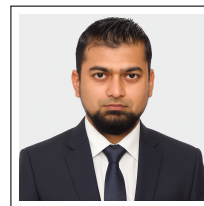


# Mehedi Hasan

*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.