



Mehedi Hasan

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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. 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

CUSTOMER OPERATIONS SPECIALIST – GRANDE REAL VILLA ITÁLIA HOTEL & SPA – 14/04/2023 – Current – 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

CUSTOMER SUPPORT & CRM SPECIALIST – AMARI DHAKA – 01/02/2020 – 08/08/2022 – 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

CASH OPERATIONS OFFICER – METLIFE BANGLADESH (INSURANCE) – 30/11/2018 – 12/12/2019 – 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, reports, and supporting documentation in compliance with internal controls
- Supported audits and ensured adherence to company policies and regulatory requirements

CLIENT SUPPORT EXECUTIVE – INTERCONTINENTAL KUALA LUMPUR – 01/09/2016 – 10/2018 – KUALA LUMPUR, MALAYSIA

- Ensured full compliance with SOPs, guest privacy, and data security while upholding corporate service standards.
- Maintained accurate CRM records of client preferences to enable proactive service, faster turnaround, and increased repeat business.
- Managed guest lifecycle and resolved billing disputes for high-value clients, ensuring revenue protection and retention.

● SKILLS

Digital Skill

CRM & Case Management | Reporting & Data Analysis | Communication | Financial Accuracy & Attention to Detail | Microsoft Office | Compliance & Documentation | SLA & KPI Monitoring | Cash Handling & Reconciliation | Python (Pandas, NumPy, Matplotlib) | Shared Services | Time Management | Problem-Solving | Customer Operations | Stakeholder Communication | SQL (Basic) | Microsoft Excel

● **EDUCATION AND TRAINING**

01/09/2023 – CURRENT Lisbon, Portugal
MASTER ISCTE, University Institute of Lisbon

Field of study MASTER IN INTERNATIONAL STUDIES

01/01/2019 – 31/12/2020 Dhaka, Bangladesh
BACHELOR The People’s University of Bangladesh

Field of study BACHELOR IN TOURISM & HOSPITALITY MANAGEMENT

● **LANGUAGE SKILLS**

Mother tongue(s): **BENGALI**
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
PORTUGUESE	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **CERTIFICATIONS**

UDAMY
Data Analyst Bootcamp – Python, Pandas, NumPy (Udemy)

Mode of learning: Online