

MD.SAIFUR RAHMAN

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PROFILE SUMMARY

Highly motivated and service-oriented Hotel Management professional with a strong passion for hospitality, guest relations, and operational excellence. Equipped with hands-on training in front office operations, food & beverage service, housekeeping, and event planning. Recognized for professionalism, teamwork, and a commitment to delivering exceptional guest experiences.

WORK EXPERIENCE

Ankora Surgical | Customer Service (Feb 2023.....Present)

- Achieved sales goals through negotiation, product presentation, and outreach.
- Built and maintained strong customer and distributor relationships.
- Resolved client issues with effective problem-solving and communication.
- Collaborated with team members to drive business growth.

[i] Store by C-Zone | Sales Assistant (2018–2021)

- Delivered personalized customer service by assisting clients in selecting Apple products and accessories.
- Demonstrated product features and provided hands-on support to enhance customer experience.
- Supported sales targets by upselling devices, software, and warranties.
- Handled transactions, returns, and exchanges with accuracy and professionalism.
- Built lasting customer relationships through attentive service and after-sales support.

The Royale Bintang | Internship ,Food & Beverage & Housekeeping (Oct 2016 – Apr 2017)

- Delivered VIP-level guest service in both housekeeping and dining areas.
- Maintained room cleanliness, floral arrangements, and public area presentation.
- Assisted in food & beverage service, banquets, and event setup.
- Reported maintenance/safety issues, ensuring compliance with standards.

The Western – Food court, | Kitchen Staff, (Jan 2015 – Aug 2015)

- Supported daily kitchen operations, including food preparation, cooking assistance, and plating.
- Maintained cleanliness, hygiene, and food safety standards in compliance with health regulations.
- Assisted chefs with ingredient preparation, storage, and inventory management.
- Worked collaboratively in a fast-paced environment to ensure timely service.

EDUCATION

Diploma In Hotel Management

Travex International college,Malaysia
CGPA 3.47 | 2014–2017

Higher Secondary Certificate(Business Studies)

Shashidal Alhaj Muhammad Abu Taher College,BD
GPA– 4.70 | 2010–2012

SKILL

- Problem Solving
- Multi-Tasking Adaptability
- Time Management
- Critical Thinking
- Handling Pressure
- Flexibility

LANGUAGE SKILL

- Bangla (Native)
- English (Fluent)
- Malay (Basic)
- Hindi (Basic)

REFERENCES

Cheah Kar Fai

Supervisor, iStore by C-Zone (Digital Mall)
Phone: +60 12–303 1894

Md Shahadat Hossain

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