

Mohammad Mehdi Hasan
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Personal Information

Date of Birth – 10.06.1991
Eligible to work in the UK – Yes

I am a well-organised, enthusiastic, confident, dedicated, and friendly person who can learn and adapt quickly. I have an approachable demeanour that enhances my excellent communication skills in all areas with high levels of Multi-Site Recruitment, Managing Workers, Budget, Credit Control, Upselling, Customer Service and Kaizen (Continuous Improvement), together with Training in Warehouse and Storage (including delivery of Company Inductions, Manual Handling and Area Specific Training).

With a continuous will to improve and a desire for others' success, I work to the best of my ability, lead by example and always aspire for more. I am punctual, reliable and have an excellent attendance record. I am self-motivated, supportive, and prepared to go the extra mile.

Work History

Account Co-ordinator/Recruitment Consultant

Siamo Recruitment – currently covering multiple sites under Siamo

October 2022 – Present

- High Volume Candidate Attraction, Selection and Fulfilment by a thorough process inclusive of the management of the selected candidates. Recruited over 700 workers to date in this role, inclusive of FTE and Agency Labour.
- Customer Care and Service by building healthy and respectful relationships with the Client at all levels from GM, FLM's to Associates. Attending and arranging Operational Meetings, Weekly, Monthly, Quarterly and Annual Reviews.
- Ensuring 100% compliance in all aspects of Right to Work and any other legal or ethical best practices.
- Management of Multiple Direct Reports / Rota / Time Management and Absence.
- Completing different Training programmes for associates in co-operation with Siamo Training Division to gain nationally recognised qualifications.
- Working with Time and Attendance Management Systems and Warehouse Systems like Joined Up.
- Liaising closely with the Client Planning to deliver a seamless, pro-active, and reactive process to protect the end user's business.
- Deadline and Demand delivery and due diligence.
- Management of regular KPI's.
- Overseeing multi-million PA Payrolls.

Employment/Restart Advisor

Ingeus UK (commissioned by the DWP)

- Building effective and positive relationships with people who have not been employed for a long time to overcome potential barriers preventing them from returning to work.

- Providing job search support, guiding participants to register on appropriate job boards and ensuring their digital profiles are up to date and visible to employers to achieve sustainable employment.
- Undertaking or participating in regular case conferences, job fairs and meetings with partner organisations, support services, employers and/or other team members to ensure every participant's journey is smooth and consistent.
- Organising and coordinating a varied timetable of activities, including one-to-one meetings, group sessions, outreach appointments, and employer and stakeholder engagement.

Customer Service Manager

Ladbrokes UK

- Delivering outstanding and appropriate customer service.
- Processing customer transactions, including cash handling.
- Helping to demonstrate betting terminals and gaming machines to customers.
- Handling customer complaints or concerns with empathy and problem-solving skills.
- Working towards defined targets and goals.

Shift Supervisor

Siamo Recruitment (in association with UPS Bolton)

- Completing staff check-ins and check-outs before and after the shift.
- Monitoring staff performances and mitigating issues within the workplace.
- Managing and Development of Direct Reports.
- Building and Maintaining Relationships with Clients and Associates.

Assistant Support Manager

Zorpukur Oral and Dental Health Centre – Dhaka, Bangladesh

- Candidate Attraction, Selection and Fulfilment through a complete process inclusive of the management of the selected candidates.
- Provide necessary support to complete staff training sessions.
- Develop and initiate support policies for customers by reviewing the procedures regularly.
- Maintaining 100% compliance in all aspects of Right to Work and any other legal or ethical best practices.

General Dentist

Zorpukur Oral and Dental Health Centre – Dhaka, Bangladesh

- Diagnosing, and identifying problems, or disorders related to any oral structures, and the oral cavity, and designing the proper method to cure that.
- Performing procedures, and prescribing medications to keep proper oral health such as cleansing the gum, teeth, or by providing any other hygiene maintenance treatment.
- Educate the patients about the importance of oral hygiene maintenance, and how to take care of the oral cavity, and performing other responsibilities of a dentist.

Dental Receptionist

Zorpukur Oral and Dental Health Centre – Dhaka, Bangladesh

- Receive calls from patients and call them if needed.
- Maintain individual patient's card systems.
- Write them where necessary to chase payment or send them reminders that they need to come for routine or scheduled check-ups or further treatments.

- Use a diary or computerised system to book, switch and cancel appointments.
- Perform general administration tasks, such as photocopying, scanning, printing and sorting, filing, or sending forms.
- Handling payments from patients (cash, cards, and cheques).

Cashier

Agora – Dhaka, Bangladesh

- Handle cash and monitor transactions.
- Perform product price integrity checking.
- Learn market strategies and customer relations.
- Dealing with international customers.

Skills / Interests

I enjoy music, movies, and sports. I am also very fond of travelling. I love to spend time with my family and friends, experiencing new Destinations and Situations. I am an engaging person and relatable. I love to learn and am proficient in MS Excel, MS Word, Outlook etc. I am also interested in learning new languages – I know English, Bengali, German, Hindi, and Urdu.

Education and Qualifications

Team Leader/ Supervisor Diploma - Level 3 in Business, Administration and Management

Highfield Qualification

April 2023 to Present

Bachelor of Dental Surgery

University of Dhaka

February 2009 to August 2014

Certifications and Licenses

Accredited Learning Practitioner – Level 2

2024 to Present

Licencing Body – Institute of Employability Professionals (IEP), UK

Door Supervision

2022 to Present

Licencing Body - SIA, UK

LLOP Lift Truck Operator

2021 to Present

Licencing Body - ITSAAR, UK

Dental Practitioner (General Dentist)

2015 to Present

Licencing Body - Bangladesh Medical and Dental Council

References

Available on request.