

# Tousif Ahmed

Human Resource Executive & Certified Digital Marketer | Passionate About People, Process & Performance  
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## PROFESSIONAL SUMMARY

Motivated and people-oriented HR enthusiast currently pursuing a Master's in Professional Human Resource Management at Dhaka University, with hands-on experience in client communication, documentation, and administrative coordination. Adept at handling employee interactions, scheduling, and maintaining digital records. Known for empathy, discipline, and teamwork. Passionate about creating inclusive workplaces, supporting employee engagement, and contributing to organizational development.

## KEY SKILLS

- CV Screening & Candidate Shortlisting
- Interview Coordination & Scheduling
- Onboarding & Employee Orientation
- Designing Job Descriptions & Specifications
- Recruitment Reports & Documentation
- Employee Allocation & Role Mapping
- Training Coordination & Follow-up
- Cross-functional Team Collaboration

## PROFESSIONAL EXPERIENCE

### GAOTek Incorporated

Human Resource Executive (Internship)

Remote

May 2025 – Present

- Conduct CV screening and shortlist suitable candidates based on job criteria.
- Coordinate full interview process: initial screenings, scheduling, and communication.
- Design job descriptions and specifications tailored to department needs.
- Manage onboarding for new recruits and allocate roles to vacant positions.
- Organize and lead weekly training sessions for new hires.
- Attend bi-weekly meetings with Hiring Manager (Bangladesh) and trainees.
- Maintain all hiring-related reports, records, and communication logs.
- Publish job postings on multiple platforms for targeted headhunting.

### US Canada Consultant

Front Desk Associate

Mirpur- DOHS

September 2024 – February 2025

- Welcoming and assisting clients as they arrive at the office.
- Scheduling and managing appointments for visa consultations.
- Answering and directing incoming calls and emails.
- Informed clients on visa services and application procedures to enhance their understanding of the process.
- Collecting, organizing, and maintaining client documents and records.
- Following up with clients regarding application status and document requirements.
- Ensuring cleanliness and organization of the reception area.
- Providing excellent customer service to enhance client experience.

- Processed guest arrivals and departures, providing a warm and welcoming experience during check-in and settling guest bills during check-out.
- Handled room reservations, cancellations, and modifications in accordance with hotel policies and guest preferences.
- Achieved and exceeded daily KPIs consistently, showcasing strong performance and goal-oriented approach.
- Provided exceptional customer service, addressing guest inquiries, concerns, and requests promptly.
- Managed guest complaints and concerns professionally, finding solutions and ensuring guest satisfaction.
- Collected and documented guest feedback and preferences to help improve future guest experiences.

## **EDUCATION**

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**Master of Professional Human Resource Management** (Ongoing)  
*University of Dhaka*

- Present Published research paper on “People Skills” under the course Fundamentals of Management.

**Bachelor of Tourism and Hospitality Management** 2020 – 2024  
*Daffodil International University* CGPA: 3.61 / 4.00

- Awarded Best Presenter in Tour & Travel Agency Management course.
- Co-authored a research study on Lift Usage and Scenarios at Daffodil International University.
- Published Internship Report on “Front Office Operation Process of Amari Dhaka” based on real-time hospitality insights.

**Higher Secondary Certificate - Business Studies** 2017 – 2019  
*Dhaka Commerce College* GPA: 3.92 / 5.00

**Secondary School Certificate - Business Studies** 2016 – 2017  
*Mirpur Bangla High School* GPA: 4.71 / 5.00

## **PROFESSIONAL DEVELOPMENT**

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**IsDB-BISEW Scholarship Recipient** Duration: July 2025 – May 2026  
*Islamic Development Bank – Bangladesh Islamic Solidarity Education Wakf*  
Program: Network Solutions and System Administration

- Prestigious national scholarship program focused on equipping professionals with in-demand tech and system administration skills.

**Freelancing & Digital Marketing Certification** Duration: April 2025 – June 2025  
*Ministry of Youth Development, Bangladesh*

- Completed 600 hours of training covering Meta Ads, Google Ads, SEO, content strategy, and campaign management. Achieved top batch performance with highest earnings.

## CERTIFICATIONS

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- Google Analytics – Skillshop
- Predictive Project Management – Coursera
- Business Analysis & Process Management – Coursera
- Aspire Leaders Program – Harvard University
- Hiring and Onboarding Employees – ClickUp

## ACHIEVEMENTS

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- Successfully onboarded and allocated 15+ new hires within the first 2 months, ensuring seamless integration and zero delays in placement.
- Designed and implemented customized job descriptions and specifications for 10+ roles, aligning recruitment with departmental needs.
- Streamlined the hiring process by reducing candidate shortlisting time by 30% through structured screening and scheduling methods.
- Facilitated weekly training sessions for new employees, increasing early-stage productivity and engagement across departments.

## VOLUNTEER EXPERIENCE

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- Volunteered as an English tutor at *Shisu Sikkha Prathomik Biddalay*, supporting underprivileged children in improving their language skills and overall academic confidence.
- Actively participated in university-led blood donation campaigns and clean-up drives to promote community health and environmental sustainability.
- Contributed to a tree plantation initiative, independently planting and maintaining over 15 trees to raise awareness of climate responsibility and ecological balance.

## LANGUAGES

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- Bangla: Native
- English: Bilingual Proficiency
- Hindi & Urdu: Conversational (verbal)

## References

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### 1<sup>st</sup> Reference

### 2<sup>nd</sup> Reference

<b>Name:</b>	Md. Nazmul Islam Mallick	<b>Name:</b>	Tamim Us Salam
<b>Designation:</b>	General Accountant	<b>Designation:</b>	Duty Manager
<b>Company Name:</b>	Sales Manager Pvt Ltd	<b>Company Name:</b>	Amari Dhaka
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