

Applied For: **Virtual Assistant, Sylhet Office (All Types)**

Last Updated : **September 17, 2017**

Abu Saeed Md Faysal

Address: 3rd floor (East Unit), Habiba Manjil, 33, R/A, Kolbakhani Jalali, Electric Supply Road, Ambarkhan, Sylhet-3100, Bangladesh
Home Phone: +8801710130888
Mobile : +8801728057311
email:faysaluk10@gmail.com



Career Objective:

A fully committed, capable and confident guy who possesses the required vision, ability, drive & enthusiasm needed for successful management. A highly organized & consistent individual who can quickly comprehend complex managerial scenarios.

Career Summary:

I did MBA from the University of Hertfordshire & Diploma in Hospitality Services from City & Guilds. I have got managerial experience of more than 9years in different companies such as McDonald's (The UK), KFC (The UK), Coriander (The UK), Al-Hamra International Ltd (Sylhet, Bangladesh) etc.

Special Qualification:

*Have an excellent organizing ability*Good in situation analysis and decision making*Love to generate ideas & plans*Never lose heart for failure, rather get steady to do better*Perfect team-man and do not hesitate to work at any environment.

Employment History:

Total Year of Experience : 10.4 Year(s)

1. Company Secretary & General Manager (November 1, 2015 - Continuing)

Al-Hamra International Ltd

Company Location : Zindabazar, Sylhet-3100

Duties/Responsibilities:

1. Administration.
2. Conduct EC, Board, AGM & Other Board Related Issues.
3. Joint custodian of cash dept.
4. Market & office premises affairs.
5. Persuasion for realization & collection of all kind of dues & outstanding dues.
6. Joint stock issues.
7. To do the needful as a liaison officer.
8. Work as a part of team & run a shift of 72 staffs.

2. Front Desk Manager (April 1, 2015 - October 31, 2015)

Richmond Hotel & Apartments

Company Location : Al-Hamra Shopping City (10th &11th Floor), Zindabazar, Sylhet-3100

Duties/Responsibilities:

Ensure Outstanding customer care, Maintains a friendly, cheerful and courteous demeanor, Courteously and accurately answers inquiries from potential guests and accepts hotel reservations, Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns, Supervise daily shift process ensuring all team members adhere to standard operating procedures. Train, direct the work of, resolve issues or problems. Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.

3. Manager (March 1, 2013 - March 15, 2015)**Coriander Indian Restaurant**

Company Location : Chelmsford, Essex, The UK

Department: Administration

Duties/Responsibilities:

I have worked as a part of team and was responsible to run shift of 17 staffs involving problem solving, sales, decision making, monitoring and customer service.

4. Manager (May 31, 2011 - March 15, 2015)**McDonald`s Restaurant Ltd**

Company Location : CHELMSFORD, The UK

Duties/Responsibilities:

I was employed to support the launch and ongoing management of the restaurant. I was responsible to run shift as a manager of 87 staff, Auditing the work environment to ensure compliance with Health & Safety standards, Accuracy and attention to detail, Accuracy and attention to detail, Decision making and problem solving, Sales, marketing and merchandising and Ensuring high levels of customer satisfaction.

5. Manager (May 21, 2011 - March 4, 2013)**KFC**

Company Location : Chelmsford, The UK

Duties/Responsibilities:

I worked there as a shift manager. In this role I have worked as a part of team involving leadership, service, schedule, monitoring and Auditing the work environment to ensure compliance with Health & Safety standards.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Masters of Business Administration (MBA)	Management	THE UNIVERSITY OF HERTFORDSHIRE [Foreign Institute]	First Class, Marks :78.2%	2015	1	Merit
Bachelor of Arts (BA)	Management	THE UNIVERSITY OF HERTFORDSHIRE	Second Class, Marks :67.2%	2013	3	-

		[Foreign Institute]				
EDEXCEL BTEC LEVEL5	BUSINESS & MARKETING	OPAL COLLEGE LONDON [Foreign Institute]		2013	-	-
TOEIC in English	English	City & Guilds [Foreign Institute]		2013	-	-
Hospitality Services	Hospitality, Tourism, Travel	City & Guilds [Foreign Institute]	Awarded	2012	-	-
Hospitality & Catering	Safety, Hygiene & Chemical	City&Guilds [Foreign Institute]	Awarded	2012	-	-
Advanced Certificate in Computer Information	MS Word, Excel, PowerPoint	Bangladesh Youth Development Board		2008	-	-
HSC	Science	MC College [Foreign Institute]	CGPA:3.3 out of 5	2005	-	B (3.30 out of 5.00)
SSC	Science	MCNK High School [Foreign Institute]	CGPA:4.3 1 out of 5	2003	-	A (4.31 out of 5.00)

Career and Application Information:

Looking For : Top Level Job
 Available For : Full Time
 Expected Salary : Tk. 20,000
 Preferred Job Category : Bank/Non-Bank Fin. Institution, General Management/Admin
 Preferred District : Habiganj, MoulaviBazar, Sunamganj, Sylhet
 Preferred Organization Types : Banks, Retail Store, NGO, Multinational Companies, Hospital, Hotel, Indenting Firm

Language Proficiency:

Language	Reading	Writing	Speaking
English	High	High	High
Bengali	High	High	High

Personal Details :

Father's Name : Md Abu Taher
 Mother's Name : Mst Noorjahan Begum
 Date of Birth : February 19, 1988
 Gender : Male

Marital Status : Married
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Vill: Madabpasha (Buiyan Bari), P.O. Satgoan, P.S. Srimangal,
Moulovibazar, Sylhet.
Current Location : Sylhet

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Emadur Rahman	Prof. Abdul Hannan
Organization	: McDonald`s Restaurant Ltd	Al-Hamra International Limited
Designation	: Store Manager	Managing Director
Address	: Chelmsford, Essex CM1 1BE, The UK.	Al-Hamra Shopping City (5th Floor), Zindabazar, Sylhet-3100.
Phone (Off.)	:	+880821719612
Phone (Res.)	:	
Mobile	: 00447957650418	+8801711923354
Email	: 00382@uk.mcd.com	alhamra.syl@gmail.com
Relation	: Professional	Professional