

MOHAMMAD SAZIDUR RAHMAN CHOWDHURY

Curriculum Vitae

Address: Mohammadpur, Mejortila, P/O: Islampur, P/S: Shahporan, Dist: Sylhet

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Professional Summary

Dedicated and detail-oriented professional with extensive experience in customer service, sales, and administrative roles. Proficient in Microsoft Office Suite and global distribution systems (GDS) such as Sabre and Galileo. Skilled in managing multiple tasks, enhancing customer satisfaction, and contributing effectively in a team-oriented environment. Seeking to leverage my skills and experience in a dynamic corporate role.

Education

Bachelor of Business Studies (BBS)

National University, Sylhet Govt College

2018

CGPA: 2.76

Higher Secondary Certificate (HSC)

Sylhet Model School and College

2015

GPA: 3.33

Group: Business Studies

Board: Sylhet

Secondary School Certificate (SSC)

Al-Amin Jamea Islamia High School

2013

GPA: 3.88

Group: Business Studies

Board: Sylhet

Professional Experience

Ticketing Agent

Shimon Overseas Express, Tupkhana, Sylhet

February 2022 – September 2023

- Managed ticketing operations, ensuring accurate and efficient processing of customer requests.
- Utilized GDS systems (Sabre, Galileo) to handle reservations, cancellations, and modifications.
- Provided exceptional customer service, addressing inquiries and resolving issues promptly.

Ticket Reservation Assistant

Tazul Air Service, Idris Market, Sylhet

October 2016 – December 2021

- Assisted in managing flight reservations and handling customer inquiries via phone and in-person.

Cashier

Nishat Pharmacy, Mejortila, Sylhet

2013 – 2015

- Managed cash transactions, ensuring accuracy and compliance with pharmacy policies.
- Provided friendly and efficient service to customers, assisting with inquiries and payments.
- Maintained records of daily transactions and handled reconciliation

Skills

- **Technical Skills:**
 - Proficient in MS Word, Excel, PowerPoint, Internet browsing and online research
 - Experienced with GDS platforms (Sabre, Galileo)
- **Customer Service:**
 - Strong communication and interpersonal skills
 - Problem-solving and conflict resolution
- **Administrative Skills:**
 - Data entry, report generation, and team collaboration
- **Language Skills:**
 - Fluent in Bengali
 - Fluent in reading, writing, and speaking in English

Additional Details

- **Father's Name:** Mohammad Junedur Rahman Chowdhury
- **Mother's Name:** Musammad Asma Ahmed Chowdhury
- **Date of Birth:** 22 November 1997
- **Blood Group:** A+ve
- **Nationality:** Bangladeshi
- **Gender:** Male
- **Marital Status:** Single
- **Religion:** Islam

Signature :

Mohammad Sazidur Rahman Chowdhury

Date: _____