

SHANTA KABIR HOSSAIN

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Target Job Title: Administration

Responsible, enthusiastic and dedicated HR Assistant and customer service representative with over 4 years' experience with strong knowledge of office administration and common human resources operations. In-depth understanding of customer service, data entry and file management. Highly skilled in reviewing policies and suggesting actionable improvements aligned with industry's best practices.

PROFESSIONAL EXPERIENCE

Canadian Veterinary Clinic, Head Office

Job Title: HR Assistant

Dec 2021 – Present

The Canadian Veterinary Clinic is a well-known private clinic with different branches in UAE.

- Provided clerical support to all internal and external HR-related inquiries or requests.
- Maintained digital and electronic record of over 100 employees in 4 different branches, filed paperwork, sorted and delivered mail and maintained office organization and confidentiality of sensitive personal information.
- Responded to inquiries by answering telephone calls, redirecting calls for office, in-person questions and emails.
- Maintained and organized office supplies, distributed to other branches as directed by the management.
- Assist with payroll and resolve any payroll issues under supervision.
- Posting required positions in recruitment channels and screening over 200 applicant resumes each time a position was open. Coordinated both phone and in-person interviews.
- Created and completed personnel action forms for old employees and new hires, promotions, transfers, title changes and completing terminations including exit interviews at the direction of management.

Progoti Travel & Tourism, Abu Dhabi

Job Title: Travel Consultant & Customer Service

May 2019 – March 2020

Progoti Travel and Tourism is a private travel agency company and has branches across the UAE.

- Made hotel and flight reservations using online reservation systems, reduced around 15% of overstayed customers to prevent company blockage.
- Created customer quotations, followed up on deals and discounts, and closed sale deals ensuring revenue increases.
- Resolved different customer complaints in an empathic and positive way.
- Sales reports and copies was sent to management daily to meet the desired target.



Vibes Events

Job Title: Event Staff & volunteer for various international events

2014-2019

The Vibes Events is a semi-government event organizer that hosts various events inside UAE.

- Greeting and Guiding Patrons attending events and helping them to their desired location.
- Registration and scanning over 100 barcodes, bands to ensure hassle free entrance of guests.
- Completing over 150 registrations in the system per day for guests and VIP delegates.

Student Services Office, Emirates Aviation University

Job Title: Assistant Team Leader & sports club member

Aug 2016 – Jan 2018

- Attending meetings with team members to host orientation, social-cultural events, sports programs and reporting to the supervisor.
- Leader of an 8-member team.
- Responsible for sponsors, budget creation and successful ending of programs.

Volunteering Experience

Dubai Autism Centre

November 2016

- Firsthand interaction with the students, supervised by qualified staff.
- Helping the students with their classwork, coloring, and drawing.
- Distributing gifts among the students.

Education

Google Digital Garage- Online Course

October 2021

Fundamentals of Digital Marketing

Syscoms College, Abu Dhabi

December 2018

IATA Foundation in Travel and Tourism

Emirates Aviation University, Dubai

Aug 2014- May 2018

BEng in Aerospace Technology

Achievements

- A **Best Organizer** in Emirates Aviation University Awarded in 2016 & 2017, for Managing and Contributing to Social and Sports Activities.
- Certification in **Good Conduct** Awarded in 2012 from Embassy of the People's Republic Bangladesh during the 3 months' internship.

Designed and executed proper Employee documentation by:

- Preparing a full employee record for 100+ employees by collecting all the required documents and maintained records within **3 months** of joining.
- Increased productivity through proper documentation that has as well contributed to time-management while completing required tasks.

Technical skills:

- Microsoft Word, Excel, PowerPoint, Photoshop, Amadeus, Galileo, MS Office, Onwards, QBM, Hawk HR system

Reference: Available Upon Request.

