

Md Anowar Hosen

Successful Manager of Two Reputed Companies at GCC Country.

Email: ahfaisal88@yahoo.com

Current Address: Dubai, UAE.

Mobile: +971563015071 (WApp)

Birth Date: 1990-02-25



Highly trained Office Manager with 3+ years' experience responsible for the overall daily operations of an office environment that includes staff management, development, and customer service.

Work Experience

Customer Relations Officer at Britfly Tours and Travels –Dubai September 2022 to till now.

Building and maintaining profitable relationships with key customers. Overseeing the relationship with customers handled by your team. Resolving customer complaints quickly and efficiently. Keeping customers updated on the latest products in order to increase sales. Meeting with managers in the organization to plan strategically. Expanding the customer base by upselling and cross-selling. Understanding key customer individual needs and addressing these.

Operation Manager at Sixth Star Est. – Dubai May 2021 to August 2022

Manage overall operations and is responsible for the effective and successful management of labor, productivity, quality control, and safety measures as established and set for the Operations Department. Interviewing, selection, and hiring; training new and existing employees; planning, assigning, and directing work; authoring and discussing with employees performance appraisals; addressing employee performance and corrective action plans; employee motivation and rewards. Organizing the budget of the company in collaboration with the director.

Customer Service Manager at Best Store Est. for Trading - Riyadh May 2019 to April 2021

Improving customer service experience, create engaged customers, and facilitate organic growth. Taking ownership of customers' issues and following problems through to resolution. Setting a clear mission and deploying strategies focused on that mission.

General Accountant cum Admin Officer at Al-Bariz Group of Companies - Riyadh September 2017 to April 2019

Accounting & Finance, General Accounting, Financial Accounting, Accounting Software, Sales, Payroll, Taxation, Sales Tax, HR Administration.

Sales & Accounts Executive Officer at Well Group of Industries - Chittagong January 2016 to August 2017

Manage key accounts. Act as the point of contact for clients. Organize regular client meetings to discuss their requirements. Resolve problems and handle complaints in a timely manner. Identify new potential customers. Supervise sales account representatives. Ensure budget and time requirements are met.

Admin Officer at Sunman Group of Companies - Chittagong April 2015 to December 2015

Manage office supplies stock and place orders. Prepare regular reports on expenses and office budgets. Maintain and update company databases. Organize a filing system for important and confidential company documents. Answer queries by employees and clients. Update office policies as needed.

Sales & Accounts Executive at M.F.M Restaurants Sdn. Bdn. - Sunway August 2011 to June 2014

Create detailed sales business plans. Set and manage sales goals and quotas. Manage the entire sales cycle. Assist in finding prospects and leads. Identify new sales opportunities. Build strong client relationships. Identify opportunities to up-sell and cross-sell.

Customer Service Executive-Part Time at Sunway Resort Hotel & Spa - Sunway August 2011 to June 2014

Managing a team of representatives offering customer support. Overseeing the customer service process. Resolving customer complaints brought to your attention. Creating policies and procedures. Planning the training and standardization of service delivery.

Education

Higher diploma in Business

ACCA UK Online Part 2 in Progress

Bachelors in Accounting

Taylor's University Malaysia

Diploma in Business CAT Pass

ACCA UK online

Diploma in Business

HELP International College of Technology Malaysia

High School or equivalent in Science

Shah Waliullah Institute Bangladesh

Skills: Microsoft Office, Excel, Customer Service Skills, Office Administration Sales Hospitality Management Food & Beverage, HR Management, Data Entry, Accounting Software- Zoho Books, Smacc, Payroll, Retail Management, Office Administration, Merchandising, Operations.

Languages: English, Arabic, Hindi, Bengali.

Certification:

Cyber security Essentials May 2021 Awarded by Cisco.

Introduction to Cyber security May 2021 Awarded by Cisco.

Introduction to IOT May 2021 Awarded by Cisco.

The Fundamentals of Digital Marketing 2019 Awarded by Google.

Air Ticketing E-Course-GDS Online Beginner.

Signature: Anowar hosen