

## MD MOHIMENUL ISLAM

**Birth Date-** September 16, 1993.

**EID validity**-08-June-2024

Dubai Investment Park 2, Jabel Ali, Dubai.

**Mobile:** +971545101148

**Email:** [mohimenulislam050@gamil.com](mailto:mohimenulislam050@gamil.com)

**Linked in:** Md Mohimenul Islam



## Professional Summary

---

I am confident that I will be able to make a significant contribution to your company, and I am excited to meet new people, learn and develop new talents, and acquire new experiences. Reliable, nonjudgmental, and capable of maintaining secrecy. I have clear ideals that revolve around serving others and behaving in a kind and generous manner. I am a very well-organized and well-behaved person. I am an excellent learner who strives to improve myself with each passing day and any challenge.

## Key Skills

---

- Communication Skill
  - Team Management
  - report
  - Experience in a cash handling environment would be an advantage
  - Excellent communication skills and an outgoing personality
  - Ability to work on own initiative accurately, with attention to detail
  - Prepared to work morning /afternoon shifts /weekends /public holidays
  - Time Management
  - Competent and cooperative
  - Leadership Skills
  - Microsoft Office
  - Data collect, evaluate and
  - Event Management
- ✓ **Language- English** (Reading, Writing, Speaking), **Hindi & Urdu** (Speaking)
- ✓ **Native -Bengali**

## Career Summary

---

### Sharaf Exchange LLC (May-29, 2022- Current)

---

Cashier

### Key Responsibilities:

---

- Ensuring transactions are completed in an efficient manner with a high level of accuracy
- Open / close branches as required and ensuring all tasks and checks are completed
- Follow compliance procedures, company policies and abides by all health and safety guidelines as per company standards

- Performs administrative tasks such as filing, generating reports and maintaining mail correspondence
- Provides support and information to customers, over the counter and by phone
- Maintains a cash float and follows balancing and reconciling procedures
- Prepares daily 'End of Day' sheet at the close of each business day

## **Mashud Agro Processing Food & Products Ltd. (October 2021-January 2022)**

---

### **Assistant Engineer**

#### **Key Responsibilities**

---

- Automation faults finding and fixing up
- Determines engineering requirements by conducting inspections
- Keeps supplies ready by inventorying stock; placing orders; verifying receipt
- Maintains project team accomplishments by communicating essential information; coordinating actions
- Verifies engineering applications by conducting tests and inspections

## **Hotel Al Ashrafi International (Residential) (June 2019 – September 2021)**

---

### **Assistant Manager**

#### **Key Responsibilities**

---

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Upsell additional facilities and services, when appropriate
- Maintain updated records of bookings and payments

## **Genex Infosys Ltd. (Banglalink) (Part Time) (February 2017– November 2017)**

---

### **Customer Service Agent**

## Key Responsibilities

---

- Answering phones from customers professionally, responding to customer inquiries and complaints.
- Researching required information using available resources.
- Handling and resolving customer complaints regarding product sales to customer service problems, provide general information
- Routing inbound calls to the appropriate resources. •Completing call notes and call reports as necessary
- Recording details of comments, inquiries, complaints, and actions taken.
- Troubleshoot/ helping to resolve customer service problems

## Educational Qualification

---

- **BSC in EEE** - Port City International University (2016 – 2020)
- **Diploma in Electrical** - Chittagong Polytechnic Institute (2011-2015)
- **HSC (Science)**- Kulgaon City Corporation College (2010-2011)
- **SSC (Science)** NazirhatAdarsha high school (2008-2009)

## Hobbies & Interest

---

- Fund Raising      • Support the Ethnic Minority
- Social Awareness   • Respecting and Promoting other culture
- Learning New Languages

## Signature

---

*Mohimenuf*