



SHAJIDUR RAHMAN

Career Summary

Experienced in both Administration and Customer Service. I'm great at making things run smoothly, managing money, and planning strategically. I handle compliance, lead teams, and solve problems. I also find ways to make things work better with technology. Committed to making the organization successful.

Work Experience

Nov 2023 - Present

The Victory Hotel - Doha, Qatar.

Receptionist

- *Greet and assist visitors with a professional demeanor.
- *Manage incoming calls and messages efficiently.
- *Schedule appointments and maintain calendars.
- *Handle administrative tasks such as mail sorting and filing.
- *Ensure the reception area is tidy and presentable.
- *Provide excellent customer service to clients and guests.
- *Follow company procedures and maintain confidentiality.
- *Proficient in office equipment operation and basic tech support

Feb 2022 - Oct 2023

Spectrum Solution-IT Outsourcing Company(Ooredoo Channel Partners),Doha-Qatar.

CSR - Customer Service Representative

- *Handling customer inquiries and resolving issues related to telecom services, such as billing questions, service outages, and technical support.
- *Providing information about products and services offered by the telecom company, including pricing, features, and promotions.
- *Assisting customers with account management tasks, such as setting up new service, making changes to existing services, and processing payments.
- *Escalating complex issues to higher-level support teams or management for resolution.
- *Maintaining accurate records of customer interactions and transactions in the company's database.
- *Handling intake, scanning, verification, and strong documents.

Mar 2018 - Dec 2022

Al Faisal international Business & Security

Services,Doha-Qatar

Messenger

- *Copy, scan and store documents.
- *Check for accuracy and edit files, like contracts.
- *Review and update technical documents (e.g. manuals and workflows)
- *Distribute project-related copies to internal teams.
- *File documents in physical and digital records.
- *Create templates for future use.

Driving License

Light Driving License

Personal Details

Nationality ; Bangladeshi

DOB ; 27-07-1996

Visa Status ; Work Visa (transferable)

Marital Status ; Single

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Sikkat Al Salah Street,Doha-Qatar

EDUCATION

Higher Secondary Certification

Sunshine Grammar School and College

2014-2016

G.P.A - 2.89 out of 5.00

Secondary Certification

Municipal Model School & College

2013-2014

G.P.A - 4.06 out of 5.00

EXPERTISE

Leadership

MS Word

MS Excel

Internet & E-Mail

Cprresponding

LANGUAGE

English

Hindi

Arabic(basic)

Bangla