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# HASIBUL ISLAM SHANTO

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Dubai Silicon Oasis, UAE

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## Professional summary

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Detail-oriented and organized professional with 1 years of experience in updating the company database, digitizing physical records, and preparing periodic reports while supervising, training, and motivating the team to produce high-quality data. Proficient in MS Office with typing speed of 50+WPM.

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## Skills

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| <ul style="list-style-type: none"><li>• Excellent knowledge in microsoft Office</li><li>• Excellent communication skills</li><li>• Excellent negotiating tactics</li><li>• Typing Speed 50+WPM</li></ul> | <ul style="list-style-type: none"><li>• Effective negotiator</li><li>• Excellent knowledge in microsoft Excel</li></ul> |
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## Work History

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### **DATA ENTRY CLERK, 3/2023 to 4/2024**

#### **Techno point, Dubai, UAE**

- Organised, sorted and verified input data against original documents.
- Registered new customer account details in system.
- Transferred data from physical copies to electronic records.
- Transferred data from paper formats into database systems using keyboards, data recorders and optical scanners.
- Encouraged customer feedback to deliver information to management for process improvements.

### **WAITER, 05/2019 to 07/2020**

#### **DownTown Cafe (Nikunja) Dhaka, Bangladesh**

- Prioritized guest satisfaction, fostering increased frequency of return customers.
- Addressed and resolved customer concerns, leading to favorable feedback.
- Upheld strict standards of cleanliness to ensure an inviting dining environment.
- Built a base of loyal customers by consistently engaging in a personable manner.

### **HOUSEKEEPING, 10/2021 to 11/2022**

#### **Sheraton Hotels & Resorts - Dhaka, Bangladesh**

- Optimized cleaning protocols to enhance efficiency.

- Oversaw daily upkeep of over 30 guest rooms.
- Transitioned to environmentally responsible cleaning techniques.
- Achieved notable increases in guest satisfaction ratings.

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## Languages

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English, Hindi, Bangla

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## Education

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**Higher Secondary Certificate (HSC)**

**Katiadi government college : 2020**

**Dhaka, Bangladesh**

**Computer Office Application : 2023 - Dhaka**

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## Additional information

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- Personal Information Date of Birth: 8th January 2001
- Visa Status : Partner Visa