



Mohammed Humayun Kabir

Operation Manager

Male | 19th March, 1989 | United Arab Emirates, DUBAI, Dubai

Citizenship: Bangladesh

Experienced in HR ADMIN, ACCOUNTS, AND FRONT OFFICE Department in the Hotel Industry with a background in Hospitality Management Studies- Hotel Operation including a Diploma in Human Resources (HR) and 7+ years experience. Seeking to leverage leadership expertise as an Operation Manager, HR manager, and Front Office manager. Visa status: Visit Visa expired date:22/12/2023Passport number:A11282310

Contact

+971-581340976



jewel_acca@yahoo.com

Skills

Customer Service

Leadership Skills

Microsoft Office

Office Management

Communication Skills

Computer Skills

Digital Marketing

Situation handle

Cash handlinging

Typing

Languages

English

Fluent - 04



French

Intermediate - 02



Hindi

Fluent - 04



Professional Experience



Operation Manager

Khamarbari Resort

Oct 2022 - Jul 2023

Ensure that each department delivers a consistently high standard of guest service. Also, achieve business objectives and maximize the profitability of all outlets. Maintain effective cost controls in all areas. Plan and direct the hotel's main operations including quality, standards, cleanliness, and guest satisfaction.



Front Office Manager

Grand Castle Hotel

Apr 2022 - Sep 2022

Supervising Guest Service Agents, Night Auditors, and bell staff to ensure total guest satisfaction. Provide guidance and direction to all associates to ensure they are adhering to all hotel policies, standards, procedures, and regulations.



FRONT OFFICE SUPERVISOR

LAND MARK HOTEL & RESTAURANT

Dec 2020 - Mar 2022

Duties include greeting and directing guests, managing check-ins and check-outs, and providing assistance to guests. The Front Desk Supervisor will also ensure that all customer service standards are met and that all guests have a positive experience.

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HR EXECUTIVE

Best Western Alliance

Jan 2019 - Nov 2020

Attend any meetings on behalf of the HR Manager/ Officer. Assists with the organization of the staff social events. Coordinating Hotel Associate events and activities. Compiling payroll / Absence data. Coordinating HR Dashboard / Statistics. Coordinating staff food festivals and entertainment programs. Coordinating staff daily transportation to and from staff accommodation.



CASHIER

WESTERN UNION & MONEYGRAM

Jan 2014 - Dec 2016

Worked as a team member performing cashier duties, product assistance, and cleaning. Responsible for ringing up customers in a timely manner and guaranteeing a high level of customer service, while managing and making sure my money drawer is always balanced. Maintained up-to-date knowledge of store policies regarding payments, returns, and exchanges. I have restocked and returned items. I have assisted customers with help in finding products and getting answers to their questions. Prevented store losses using awareness, attention to detail, and integrity. I have worked in the liquor department and also have my liquor license.



CSA ,Customer Service Agent

LIDL

Apr 2011 - Jul 2012 | Part-Time

Responsible for making sure our customers have a positive experience whenever they contact us. Handling customer queries or concerns relating to all areas of the business via phone, email, social media, and live chat – create positive outcomes from any situation.



Front Office Executive

Holiday Inn Express London

Sep 2010 - Feb 2011 | Part-Time



Every little helps

CA TILL, CUSTOMER ASSISTANT

TESCO

Mar 2010 - Dec 2013 | Part-Time



Diploma in Hospitality and Tourism Management

Alison

Oct 2022 - Present



Dipoma in Workplace Safety and Health

Alison

Oct 2022 - Present



Hospitality Management Studies -Hotel Operations

Alison

Nov 2021 - Oct 2022



Diploam in Human Resources

Alison

Mar 2020 - Oct 2022



INTERNATIONAL ENGLISH LANGUAGE TASTING SYSTEM

BRITISH COUNCIL

Jul 2019 - Dec 2019



Higher Secondary Certificate

Milestone College

Jan 2005 - Jul 2006



Secondary School Certificate

Government Muslim High School

Jan 1998 - Jun 2004

Certifications



CERTIFICATE OF EXPERIENCE

GRAND CASTLE HOTEL

Sep 2022



CERTIFICATE OF EXPERIENCE

BEST WESTERN ALLIANCE

Nov 2020

Hospitality Management Studies - Hotel Operations



Oct 2022

Diploma in Human Resources (HR)



Oct 2022

Awards & Recognition

MANAGER OF THE MONTH

KHAMARBARI RESORT

Aug 2023

EMPLOYEE OF THE MONTH

KHAMARBARI RESORT

Mar 2023

References

TOP WORKPLACE PERSONALITY STRENGTHS

Stress Management	10/10	Work Structure	10/10
Being Positive	9/10	Trusting Others	9/10

Black Hole

FAVOURITE MOVIES

Exam, The Bank Job, Taken