RAJIB HOSSAIN

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**OBJECTIVE:**

To develop my career as a Guest Service Agent as I enjoy helping to ensure the smooth and conflict free functioning of customer facing operational areas of a business.

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| **SALES PROMOTER & CUSTOMER ADVSIER**  DANUBE HOME – Al Ain. | **2021 - PRESENT** |

* Promoter and Advice customers for purchase big amount of flower order.
* Advice and helping customers about flower order date and material fixing method.
* Maintain full Garden lobby (price Tagging, Arranging new material, Send and Answering e-mail about customers complain).
* Promoting and advising customers about all store items (Gazebo, Outdoor Sofa, Grass Carpet, Cash and Carry, Barbeque, Camping, Solar light, Kids play)etc.
* Visiting Customer sites for correct measurement (Grass carpet and Gazebo, Outdoor sofa

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| **CUSTOMER SERVICE ATTENDANT.**  FUNS SCAPES, REMALL MALL, AL AIN | **2018-2021** |

* Advising and assisting guests to purchase tickets for attractions
* To suggest new ideas to fulfill monthly revenue targets.
* Advice and assist customers about Play Area and Jumping lobby.
* Refill all the video games ticket dispenser and helping customer for technical support for video games.

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| **CUSTOMER SERVICE AGENT.**  ACTIONHAAA, SOUQ EXTRA MALL. AL AIN. | **2014 -2017** |

* Work in Redemption Counter and Art Gallery.
* Advising and assisting guests to purchase tickets for attractions
* Assisting customers to safely & correctly use attractions.
* Advise customers on how to play video game.

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| **CUSTOMER DESK AGENT**  LIFE TOY’S,KHALIDIYA MALL, ABU DHABI. | **2012-2013** |

* Fully responsible for the Redemption Counter.
* Completing monthly inventory of stock.
* Create new promotions to try and attract more customers.
* Communicate and lasting customers complain about Redemption Counter.
* Solving customers complain as much as possible.

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| **PC TECHNOLOGY AGENT.**  (COMPUTER TRAINING CENTER), BANGLADESH. | **2010-2011** |

* Work as a Trainer and Teacher (Ms. Word and Power Point)
* Manage over fifty students daily class routine.
* Monitored and guide all students.

**EDUCATIONAL BACKGROUND:**

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| **SSC(SECONDARY SCHOOL CERTIFICATE)**  HAZIR PARA HAIDIYA HIGH SCHOOL. | **2009** |
| **HSC(HIGHER SCHOOL CERTIFICATE)**  KFILA UDDAIN DEGREE COLLEGE. | **2011** |

**PROFESSIONAL DEVELOPMENT.**

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| MS. WORD. MS POWER POINT. | PC TECHNOLOGY | 6 Month Courses. |
| GRAPHIC DESIGN. | PC TECHNOLOGY | 6 Month Courses. |

* Have basic knowledge about Browsing and Social Media.
* Have ABC knowledge about Computer Hardware.
* Have basic knowledge about Video Editing and slide show.

**KEY SKILLS:**

* High standard of spoken languages (English, Arabic, Hindi).
* Thorough understanding of Middle East lifestyle, culture and U. A.E law.
* Extensive knowledge of how to handle all types of customers.
* General working knowledge of sign language.
* Excellent team worker.
* Confident to communicate with other nationality people.

**REFERENCE:**

**MOHAMED OHID.**

RECREATION SURERVISOR-KHALIDIYA PALACE RAHYAAN HOTEL. ABU DHABI –UAE

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