



Zakir Ahmed Emon

Customer Service Representative/Front Desk Agent

Summary

Seeking a challenging role where I can contribute to the success of the organization. experience front desk agent with excellent customers service skills and a strong background in hospitality, organized and proficient in booking reservation and managing customers inquiries.

Education

Secondary School certificate	Jul 2014
Mojlishpur High School,Dhaka,Bangladesh	
Higher Secondary certificate	Aug 2014 – Oct 2016
Milestone College, Uttara Dhaka,Bangladesh	
BBA(Management and Organization)	Mar 2018 – Continue
Tongi Government College,Dhaka	

Experience

Lifeline Hospital Musaffa,Abu Dhabi, UAE	Sept 2024 – Continue
messenger,by a supply company	
*Development effective relationship with guests to ensure return visits. *Development a comprehensive knowledge of hospital guests services and rates. *Answering incoming calls,provide information and direct calls to appropriate staff. *manage reservations and cancellation. *Greeted guests check in and out also provide concierge services.	
popular diagnostic centre,Dhaka, Bangladesh	May 2021 – Oct 2023
Front Desk Agent	
#Successfully managed the front desk operations at diagnostic centre ensured high levels of customer satisfaction. #Managed reservations and cancellation ensured. #Answering all incoming calls provided information and directed calls to appropriate staff. #Gave to information and guided to new visitors. #successfully services to patient checked out.	
Medeor Hospital,Burjuman,Dubai By supplier company	Jun 2024 – Oct 2024
messenger	
Development effective relationship with guests to ensure return visits. *Development a comprehensive knowledge of hospital guests services and rates. *Answering incoming calls,provide information and direct calls to appropriate staff. *manage reservations and cancellation. *Greeted guests check in and out also provide concierge services.	

Contact Details

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Nationality:
Bangladeshi

DOB:
22.08.1997

Gender:
Male

Address:
Musaffa, Abu Dhabi, UAE

Skills

customer services



Teamwork



Time management



Communication



Problem - solving



Effective relationship with guests



Languages

English

Bengali

Hindi

Urdu