



Mohammad Abrar Hossain

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ABOUT ME

About Me

I am **Mohammad Abrar Hossain**, a dedicated **Reservation Officer** in the travel and tourism industry based in Abu Dhabi, UAE. With a solid background in customer service and travel logistics, I specialize in managing travel bookings and ensuring seamless experiences for clients.

In my role at **Travelcove Tourism**, I coordinate with clients to understand their travel needs and provide tailored solutions. My responsibilities include handling visa applications, ensuring all necessary documentation is processed accurately, and offering guidance on travel requirements. My experience as an **immigration consultant** allows me to navigate the complexities of travel regulations and assist clients effectively.

I have developed strong interpersonal skills through direct client interactions, focusing on delivering exceptional service and building lasting relationships. My commitment to continuous improvement drives me to stay updated on industry trends and best practices, enhancing the services I provide.

WORK EXPERIENCE

02/2024 – CURRENT Abu Dhabi, United Arab Emirates

BUSINESS TRAVEL CONSULTANT TRAVELCOVE TOURISM LLC

- Implement strategic goals to enhance profitability and operational efficiency.
- Lead team, fostering performance-focused culture.
- Identify and develop new business opportunities and partnerships.
- Maintain and strengthen relationships with clients and key stakeholders.
- Develop B2B strategies with travel agents and service providers.
- Oversee smooth daily operations and service delivery.
- Manage budgets and financial forecasts, mitigating risks.
- Represent company at industry events to enhance brand reputation.
- Reduced average booking time by 20% by streamlining reservation procedures.

Business or Sector Transportation and storage

02/2023 – 02/2024 Dubai, United Arab Emirates

ASSISTANT MANAGER GOODLIFE FOR PROJECT MANAGEMENT SERVICES EST

- Good Life For Project Management Services Est. is a dynamic project management company committed to delivering excellence in every project.
- Served as Assistant Manager since February 8, 2023.
- Contribute to the company's success by providing crucial support.
- Leverage skills to ensure efficient project execution.



01/2022 – 01/2023 Chittagong, Bangladesh

CUSTOMER SERVICE OFFICER BKASH LIMITED

- As a Customer Support Officer at bKash Ltd, I played a vital role in ensuring exceptional customer service and satisfaction within the dynamic realm of mobile financial services.
- Providing prompt and accurate assistance to customers regarding bKash services, transactions, and account-related inquiries.
- Resolving customer issues and concerns efficiently, ensuring a positive customer experience.

11/2020 – 12/2021 Chittagong, Bangladesh

MARKETING EXECUTIVE MILVIK BANGLADESH LTD

- Conducted market analysis to identify regional opportunities for targeted strategies.
- Executed tailored marketing campaigns to enhance regional brand visibility.
- Collaborated with local teams for market-aligned strategies.
- Implemented digital strategies including regional social media campaigns.
- Planned regional events to strengthen brand presence.
- Utilized analytics to optimize campaign performance.

02/2018 – 09/2020 Chittagong, Bangladesh

DOCUMENT VERIFICATION AND BIOMETRIC PROCESSING OFFICER DIVISIONAL PASSPORT OFFICE, CHITTAGONG,

- Thoroughly examining and verifying the authenticity of applicants' documents to ensure compliance with passport issuance standards.
- Proficiently capturing and recording biometric information, including photographs, fingerprints, and iris scans, utilizing advanced technology for precise identity verification.
- Providing assistance to applicants throughout the documentation and verification process, addressing queries, and ensuring a smooth application experience.
- Maintaining a high level of accuracy in data entry and documentation to uphold the integrity of the passport issuance process.
- Working collaboratively with team members to streamline operations and enhance the efficiency of the passport processing workflow.
- Accurately maintaining records of processed applications, ensuring data confidentiality and compliance with data protection regulations.

● **EDUCATION AND TRAINING**

05/2020 Chittagong, Bangladesh

DIPLOMA IN COMPUTER SCIENCE AND ENGINEERING Chittagong Polytechnic Institute

Website <https://chattogram.polytech.gov.bd/en>

03/2020 – 07/2022 Chittagong, Bangladesh

HSC IN HUMANITIES Lohagara Islamia Fazil Madrasah

01/2018 – 02/2020 Chittagong, United Arab Emirates

SSC IN HUMANITIES Lohagara Islamia Fazil Madrasah

12/2020 – 06/2021 Chittagong, Bangladesh

ADVANCED COMPUTER COURSE Bangladesh Technical Education Board

Website <https://bteb.gov.bd/en>

● **LANGUAGE SKILLS**

Mother tongue(s): **BENGALI**



Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	B1	A2	A1	B1
ARABIC	A1	A2	A1	A1	A2
HINDI	C2	A1	C1	C2	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Digital Skills - Test Results

Information and data literacy	ADVANCED	Level 6 / 6
Communication and collaboration	ADVANCED	Level 6 / 6
Digital content creation	ADVANCED	Level 6 / 6
Safety	ADVANCED	Level 6 / 6
Problem solving	ADVANCED	Level 6 / 6

Results from [self-assessment](#) based on [The Digital Competence Framework 2.1](#)

My Digital Skills

Analyzing Data | Brand Awareness | Business Development | Customer Relationship Management | Cybersecurity | Data Entry | Word Processing | Switches | Helpdesk | HTML | Linux | Market Analysis | Negotiation Skills | Performance Monitoring | Project Management Tools | Adobe Illustrator | Quality Assurance | Social Media Marketing | Microsoft Word | Microsoft Excel | Windows | CSS | Advanced Internet Browsing | Social Media | Basic web design | Prompt engineering | Advanced use of AI | ChatGpt | Gemini | Bing | Graphic Design | Microsoft Outlook | Social Media Ad marketing

HOBBIES AND INTERESTS

Traveling

I enjoy exploring new destinations, immersing myself in different cultures, and discovering local cuisines. Traveling not only broadens my horizons but also enhances my understanding of global perspectives and diverse lifestyles. Write here the description...

Photography

I have a keen interest in photography, particularly landscape and travel photography. Capturing moments and scenes allows me to express my creativity and share the beauty I encounter with others. Write here the description...

Reading

I love reading a variety of genres, including fiction, non-fiction, and travel literature. Reading not only provides relaxation but also enhances my knowledge and stimulates my imagination.

Sports and Fitness



I actively participate in sports such as [insert your preferred sports, e.g., football, basketball, or running]. Staying fit is important to me, and I enjoy the challenges and camaraderie that come with teamwork in sports.

Volunteering

I am committed to giving back to the community through volunteer work. Engaging in local initiatives allows me to make a positive impact and connect with others who share similar values.

Writing Poetry

I have a passion for poetry, using it as a creative outlet to express my thoughts and emotions. Writing allows me to explore language and craft meaningful narratives, often drawing inspiration from my experiences and surroundings.

Walking

I enjoy walking as a way to clear my mind and appreciate the beauty of nature. Whether it's a leisurely stroll in the park or a more vigorous walk through the city, I find it refreshing and energizing.

Exploring

I love to explore new places, whether in my local area or during my travels. Discovering hidden gems, historical sites, and cultural landmarks enriches my understanding of the world and sparks my curiosity.

Swimming

Swimming is one of my favorite activities, offering both relaxation and a great workout. Whether in the ocean, a pool, or a lake, I enjoy the feeling of being in the water and the freedom it brings.

Hiking

I have a strong appreciation for the outdoors and enjoy hiking in various landscapes. It provides an excellent opportunity to connect with nature, challenge myself physically, and experience breathtaking views.

Diving

Diving is a thrilling hobby that allows me to explore the underwater world. I am fascinated by marine life and coral reefs, and diving offers a unique perspective on nature that I cherish.

Cycling

Cycling is both a recreational activity and a means of transportation for me. I enjoy the freedom of riding through different terrains, and it provides an excellent way to stay fit while exploring my surroundings.