



Arafat Gani

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📍 Home: Doha Jadeed, (Qatar)

ABOUT ME

Dynamic English graduate skilled in communication, client service and teaching, committed to delivering results in diverse environments.

WORK EXPERIENCE

🏠 Profiles Cafe and Restaurant – Msheireb Downtown, Doha, Qatar

City: Msheireb Downtown, Doha | Country: Qatar

Waiter

[09/05/2025 – Current]

- Maintained an average customer satisfaction rating of over 95% based on regular feedback and reviews collected through in-store surveys.
- Increased average order value by effectively upselling daily specials and premium items, contributing to a 10-15% growth in daily revenue.
- Proceeded hundreds of transactions with near perfect accuracy, minimising billings errors and improving customers trust.

🏠 Educare Pre Cadet School – Chattogram, Bangladesh

City: Chattogram | Country: Bangladesh

English Teacher

[01/06/2023 – 31/12/2024]

- Improved student test scores by an average of 15% through personalized teaching strategies and targeted practice sessions.
- Successfully managed a classroom of 25+ students, fostering an environment that encouraged active participation and independent thinking.
- Recognized by the school administration for the effective integration of technology in the classroom, including using interactive digital tools for language learning.

🏠 Speakers Council – Chittagong, Bangladesh

City: Chittagong | Country: Bangladesh

Front Desk Officer

[01/06/2022 – 30/04/2023]

- Greeted and assisted an average of 30+ visitors and clients daily, ensuring a professional and welcoming first impression.
- Managed incoming calls, emails, and inquiries efficiently, maintaining a response rate of 95% within the first hour.
- Handled scheduling, appointment management, and maintained accurate visitor logs and internal communications for smooth front office operations.

EDUCATION AND TRAINING

Bachelor of Arts in English

Noakhali Science and Technology University [05/01/2018 – 06/05/2023]

City: Chittagong | Country: Bangladesh | Final grade: 3.27

LANGUAGE SKILLS

Mother tongue(s): Bangali

Other language(s):

English

LISTENING C1 READING C2 WRITING B2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Hindi

LISTENING A2 SPOKEN INTERACTION A2

Urdu

LISTENING A2 SPOKEN INTERACTION A2

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

SKILLS

Event Coordination and Logistics Management / Microsoft Office / Team Work / Time Management / Communication and Public Speaking / Client Relationship Management / Conflict Resolution and Negotiation / Attention to Details / Adaptability to Change

CERTIFICATIONS

Communication in the 21st Century Workplace – Authorized by University of California, Irvine and offered through Coursera

Excel Skills for Business – Macquarie University and offered through Coursera

Negotiation skills: Negotiate and resolve conflict by Macquarie University and offered through Coursera

REFERENCES

Reference available upon request