



KAZI MOHAMMAD WAHILDUL ISLAM

Office Operations and Document Management Professional with proficiency in Customer Relations, Cash Handling, and Digital Services.

- **Address:** Doha, Qatar
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- **Email:** kazimdwahidul@gmail.com
- **Visa:** Transferable Visa and Valid Qatar ID

EDUCATION QUALIFICATIONS

- Master's Degree in English Language
N.U, Bangladesh – 2024
- Master's Degree in Hadith,
I.A.U Bangladesh – 2023
- Bachelor's Degree in English Language,
N.U Bangladesh – 2022
- Bachelor's Degree in Islamic Studies,
I.A.U Bangladesh – 2020

PROFESSIONAL SKILLS

- Document Control & Record Keeping
- Office Administration & Organization
- CRM Applications & Customer Service
- Financial Activities & Cash Handling
- Data Entry & Accurate Typing (38+ WPM)
- Computer Skills & Digital Literacy
- Microsoft Office Suite (Word, Excel, etc.)
- Google Workspace (Gmail, Meet, etc.)
- Hotel Management & Hotelogix Software
- Strong Hospitality Expertise
- AI Tools & Prompt Engineering
- Social Media Management & Analytics
- Website Management, Content Writing
- WordPress, Shopify & WooCommerce
- Team Supervision & Collaboration
- Communication & Negotiation Skills
- Time Management & Multitasking
- Ability to Work Under Pressure
- Adaptability & Flexibility in Workplace
- Confidentiality & Strong Work Ethic

LANGUAGE SKILLS

- Bengali: Native
- English: Full Professional Fluency
- Hindi: Conversational Proficiency
- Urdu: Conversational Proficiency

PERSONAL INFORMATION

Nationality: Bangladesh
Date of Birth: 11.07.1998 (Age: 27)
Place of Birth: Chattogram, Bangladesh

BRIEF INTRODUCTRION

Dedicated, and detail-oriented professional with proven experience in office administration, customer service, accounts, digital services, and both operational and strategic support across various sector. Recognized for consistently delivering results, upholding integrity, and quickly adapting to new challenges. Committed to continuous learning and growth, with a focus on contributing to organizational success through top-notch performance and a collaborative approach.

WORK EXPERIENCE

- **Front Desk Executive** **2025 – Present**
Majestic Hotel **Doha, Qatar**
 - Handled reservations, check-ins, and check-outs, ensuring smooth and efficient welcoming guest experience while maintaining high standard of hospitality.
 - Responded to guest inquiries and resolved issues while providing excellent service, managing daily cash operations, and conducting night audits.
- **Assistant Officer** **Sep 2020 – Dec 2023**
Customer Service Officer (CSO) **Bank Asia PLC** **Chattogram, Bangladesh**
 - Customer Service Officer: Managed office tasks, delivered quality service, strengthened client relationships, ensured accuracy and compliance.
 - Assistant Officer: Efficiently handled agent banking operations, prepared daily reports, verified loans, and responded to head office inquiries.
- **Sales Representative (Incentive-Based Role)** **2017 – 2020**
Rupali Life Insurance **Chattogram, Bangladesh**
 - Worked in an incentive-based insurance role, consistently achieving 70% of sales targets by effectively presenting and selling insurance products.
 - Contributed to marketing initiatives by promoting company products, supporting brand visibility, and strengthening customer engagement.
- **IT Freelancer** **2017 – 2020**
Fiverr **Online Platform**
 - Delivered customized IT and digital solutions to 100+ global clients via Fiverr and in-person services, leading a team of five.
 - Professionally managed and created WordPress, Shopify, and WooCommerce websites, while also setting up and optimizing social media platforms.
- **IT Freelancer (Part-Time)** **2017 – 2020**
DK Shahi **Chattogram, Bangladesh**
 - Worked for over two years as a part-time IT technician and freelancer at DK Shahi, providing efficient support and project delivery.
 - Effectively managed social media platforms and handled the setup of essential office documents and computer systems.