

**CURRICULUM VITAE
OF
MD. OMAR FARUK**

Present Address: House: 8/6, Hazi
Chinu Mia Road, Mohammadpur, Dhaka-1207
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CAREER OBJECTIVE

A dedicated and motivated professional seeking an opportunity to contribute skills in customer service, hospitality, and administrative support. Committed to maintaining high standards of service, ensuring guest satisfaction, and supporting organizational growth.

JOB EXPERIENCE:

Al Fursan Sky Team International Visa Agency

Designation: Counselor

Date of Joining: November 10, 2025

Elevate Global Travels

Designation: Accounts and Counselor

Period: March 10, 2024 to October 2025

Sumaiya Enterprise

Designation: Senior Sales Executive

Period: March 1, 2021 to February 1, 2024

Dutch Bangla Bank

Designation: ARO

Period: January 1, 2018 to December 1, 2020

JOB RESPONSIBILITIES

- Greet and interact with guests in a friendly and professional manner.
- Address customer inquiries and resolve issues promptly.
- Promote specials, discounts and promotions to improve customer satisfaction and service quality.
- Take corrective actions to handle customer concerns.

EDUCATIONAL QUALIFICATIONS:

Master's in Bangla

Institution: Tejgaon College and University, Dhaka

Passing Year: 2021

Result: CGPA 3.09 out of 4.00

Bachelor of Business Administration (Honours)

Institution: Mohammadpur Central College and University, Dhaka

Passing Year: 2017

Result: CGPA 2.89 out of 4.00

Higher Secondary School Certificate Examination (H.S.C)

Institution: College of Development Alternative

Board: Dhaka

Group: Science

Passing Year: 2012

GPA: 3.10 out of 5.00

Secondary School Certificate Examination (S.S.C)

Institution: Dhaka Presidency High School

Board: Dhaka

Group: Science

Passing Year: 2009

GPA: 3.56 out of 5.00

TRAINING AND CERTIFICATES

Course / Training	Institute / Platform	Duration / Year	Key Skills / Focus Area
Professional Food & Beverage Service	SAIC Professional Training Center, Dhaka	Sep 2023 – Dec 2023 (4 months Completed)	Food safety & hygiene, occupational safety, table setup, food & beverage service, in-room dining, guest service, teamwork, English for the workplace, tourism & hospitality knowledge

SKILLS LEARNED THROUGH THE PROFESSIONAL FOOD AND BEVERAGE COURSE

- **Customer Support:** Skilled in identifying guest needs, answering questions through telephone or internet, and ensuring smooth communication.
- **Guest Handling:** Experienced in welcoming guests, handling complaints or recommendations, and maintaining a positive service environment.
- **Dining and Outlet Operations:** Able to clean, check and prepare restaurant or dining areas, including proper dish washing procedures.
- **Table Setup and Service:** Trained in selecting and arranging cutlery, crockery, glassware and accompaniments for different service styles.
- **Food and Beverage Service:** Capable of taking orders, processing them, serving food and beverage and clearing tables efficiently.
- **Reservation Management:** Able to assist with table reservations, guest bookings and coordination with the service team.
- **Inventory Support:** Capable of checking stock, monitoring supplies and informing the team when items need replenishment.
- **Hygiene & Safety Awareness:** Trained in cleanliness, workplace safety, and food hygiene.

COMMUNICATION & SKILLS

- Strong computer skills in Microsoft Word, PowerPoint, and internet applications.
- Ability to meet tight deadlines and work effectively under pressure.
- Willing to work evenings, nights, weekends, and on short notice.
- Excellent presentation and interpersonal communication skills.
- Strong command of both English and Bangla.

LANGUAGE PROFICIENCY

- Bengali : Excellent listening, speaking, reading, and writing abilities.
- English : Fair listening, speaking, reading, and writing abilities.

PERSONAL INFORMATION

Name : Md. Omar Faruk
Father's Name : Md. Nazrul Islam
Mother's Name : Rasida Begum
Date of Birth : 25 Jun 1993
Permanent Address : Village: Adampur, Post: Manikdha, Thana: Banga, District: Faridpur
Nationality : Bangladeshi.
Gender : Male
Religion : Islam.
Marital Status : Unmarried.
Blood Group : A⁺
Height : 5' 7"
Weight : 68 kg
National ID no : 7790656412

REFERENCES

Tanvir Anwar Pony

Training and Development Manager
Xinxian Hospitality Training Institute (XHTI)
TVET Specialist, Certified Trainer and Assessor,
BTEB
Mobile: 01673676990

Abdun Nur

Bachelor of Hotel Management
Assistant Restaurant Manager
Hotel Amari Dhaka
Mobile: 01614662262

MD. Omar Faruk

Md. Omar Faruk
Signature