

# Md: Shah Jalal

## Senior Programmer Executive

### PROFILE:

To obtain a position within any industry where I am able to facilitate the use of my skills, experience, knowledge and professional competencies to develop a successful career and vocation.



### WORK EXPERIENCE:

Nov 2021 – Till Now: Training and Technology Transfer Senior Programmer Executive -

### Responsibilities:

Providing guidance to direct reports, typically comprising firstline managers and supervisors Interacting with senior management for reporting Working with senior management and other peers for strategy development and execution planning Direct and oversee all the project operation and ensure the client satisfactory Scheduling customer service priority and staff management Assist with new employee training including Office Policies, services, financing options etc.

July 2021 to Sep 2022: Assistant Night Manager Radisson Hotel & Suites, Sydney

Direct and oversee all hotel operations during the night shift to ensure guest satisfaction and safety. Inform overnight staff of nightly activities, group and VIP arrivals as well as special requests and repeat guests. Check accommodations, making sure any special requests are carried out accordingly, greet guests upon arrival and ensure escort to accommodations if appropriate. Act as manager on duty for the hotel in the absence of the Front Office Manager dealing with complaints, problem solving, disturbances, special requests and any other issues that may arise.

### Contact:

**Phone: +880 814739712**

**E-mail: msjalalc36@gmail.com**

**Address: Laksam, Cumilla**

### SKILLS:

Microsoft Office: Extensive experience in customer service, sales and marketing:  
Excellent conflict resolution: Can handle high pressure and ability to prioritise and meet deadlines