



MD Hasan Ahmed

Customer Care & Care Ops

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Languages

- Bengali
- English
- Hindi

About

With proven expertise in customer service and team management, I thrive in retail settings. My experience includes supervising café operations, handling inventory, and training staff, showcasing my passion for delivering excellence in fast-paced environments. Fluent in English with basic Bengali and Hindi skills.

BRANDS WORKED WITH

- Bean and Leaf Cafe
- Discovery Homecare, Tower Hamlets
- Ornate I Education Group

Experience

Care Worker/ Befriender

Discovery Homecare, Tower Hamlets | May 2023 - Now

Duties and responsibilities: I am working with children and young adults with special needs. I do befriending at home or out in the community. I do personal care occasionally as per the care package. I have to write reports/ updates to care managers regarding behavioural and or changed needs of the service users as and when required.

Admin Officer

Ornate I Education Group | Aug 2018 - Mar 2021

Duties and Responsibilities: Answering questions about the company by phone or email. Taking inventory count and ordering office supplies. Greeting visitors in the front desk when required. Scheduling meetings and taking notes. Updating records manually and on computers. Maintaining office correspondences. Making travel arrangements for staff if necessary. Printing and photocopying as required. Taking care of HR duties when required. Took up mentoring duties with new recruits and junior staffs.

Supervisor

Bean and Leaf Cafe | Jan 2018 - Jul 2018

Looking after the day to day operations of the cafe. Opening the shop in the mornings as I was a key-holding supervisor. Preparing foods and beverages for customers when required. Training and mentoring staffs. Making rotas and maintaining staff planner.

Education & Training

- 2007 ● **Shahjalal University of Science and Technology**
Bachelor of Arts,
- 2003 ● **SECONDARY SCHOOL**
HSC- Higher,
- 2001 ● **SCHOOL**
Certificates,,