

AYSHA ALAM TINA

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PROFESSIONAL SUMMARY

Dynamic and customer-focused hospitality professional with international hotel experience in the United Kingdom and strong expertise in food & beverage operations, guest relations, and service excellence. Completed MSc in International Hospitality Management from the University of Essex, UK, with a proven ability to deliver exceptional guest experiences in multicultural environments. Seeking a career opportunity within leading hospitality brands in Bangladesh to contribute operational excellence, leadership potential, and customer service expertise.

CORE COMPETENCIES

- Hospitality & Guest Service Excellence
- Food & Beverage Operations
- Meeting and Events Coordination
- Guest Relations & Complaint Resolution
- Teamwork & Cross-cultural Communication
- POS Systems & Cash Handling
- Hotel Operations & Service Standards
- Leadership & Problem Solving
- Microsoft Office & Digital Platforms

PROFESSIONAL EXPERIENCE

Food & Beverage Assistant

Radisson Blu Hotel, London Stansted Airport, United Kingdom | May 2024 – March 2026

Collaborate effectively with the food and beverage team to deliver high-quality service and ensure guest satisfaction during dining experiences.

Greet and welcome guests warmly, manage reservations, and provide menu recommendations.

Assist in the efficient setup, maintenance, and breakdown of dining areas, ensuring cleanliness, organization, and adherence to health and safety standards.

Proactively address guest inquiries and resolve issues promptly and effectively to enhance the overall guest experience.

Handle transactions and cash accurately.

Work closely with colleagues to maintain and improve service standards and ensure smooth operations.

Deliver exceptional guest service across busy F&B operations, ensuring a memorable customer experience.

Assist in service delivery, dining setup, and guest engagement with attention to detail and cultural sensitivity.

Handle guest inquiries and service recovery, enhancing satisfaction and loyalty.

Collaborate with team members to uphold brand standards in a fast-paced, multicultural environment.

Recognized by management and guests for service excellence and teamwork.

Trainee Relationship Officer

Eastern Bank Limited (EBL), Dhaka | June 2022 – December 2022

- Managed customer relationships and supported banking service operations.
- Developed communication, client handling, and problem-solving skills.

Officer – Digital Customer Service

bKash Limited, Dhaka | March 2022 – June 2022

- Provided digital customer service support and complaint resolution.
- Ensured high customer satisfaction through efficient communication.

HR Associate (Remote)

HR Help Line BD | October 2020 – February 2022

- Supported recruitment, onboarding, and employee coordination activities.

Customer Service Representative

Genex Infosys Ltd. (Uber Support), Dhaka | November 2018 – May 2019

- Handled customer service operations for international clients.
- Achieved strong customer satisfaction through effective support.

EDUCATION

- MSc International Hospitality Management – University of Essex, United Kingdom (2024)
- MBA in Human Resource Management – Jahangirnagar University, Bangladesh (2020)
- BBA in Human Resource Management – American International University-Bangladesh (2018)

CERTIFICATIONS

- Food Hygiene & Safety Training (UK Standard)
- Customer Service Excellence Training
- CRM & Digital Service Training

LANGUAGES

English – Fluent | Bengali – Native | Hindi – Basic

REFERENCES

Available upon request.