

MD. OZEAR AHMAD

Dhaka, Bangladesh

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CAREER OBJECTIVE

Multifaceted professional with a rich background in IT, hospitality, project management, and leadership. Possessing an MBA in Management Information Systems (MIS), along with hands-on expertise in hospitality operations, culinary arts, and digital transformation. Adept at leading teams, managing projects, and delivering superior customer service. Eager to bring this versatile skill set to contribute to the operational and service excellence of Hyatt Place Dhaka Uttara.

PROFESSIONAL EXPERIENCE

Public Relations Officer

Jaj Bhuiya Group

January 2025 – Present

- Managing the company's public image and external communications.
- Building and maintaining relationships with media, partners, and stakeholders.
- Coordinating press releases, events, and promotional campaigns.
- Crafting and executing PR strategies to enhance brand visibility.
- Monitoring media coverage and reporting on PR performance.

MANAGING DIRECTOR | HTLBD.COM | NOVEMBER 2019 – PRESENT

- Spearhead operations for Bangladesh's prominent hotel booking and tourism platform.
- Manage vendor partnerships, customer satisfaction, and overall business growth.
- Built successful collaborations with hotels nationwide.

CONSULTANT | OBHIZATRIK FOUNDATION | 2022 – PRESENT

- Provide strategic and operational advice to a leading NGO focusing on social development, education, and women's empowerment.

PROJECT MANAGER | MADE DIGITAL LTD | 2018 – 2020

- Directed social media campaigns, including team management and execution until COVID-19 interruptions.
- Strengthened local market engagement in Mymensingh.

INTERIOR DESIGN ENTREPRENEUR | SELF-OPERATED | 2014 – 2017

- Completed renovations and mural projects for Mirpur Cantonment and Dhaka residential buildings.
- Delivered creative designs for clubhouses and budget apartments.

RESTAURANT OWNER | SELF-OPERATED RESTAURANT | 2010 – 2013, 2020

- Managed daily restaurant operations focusing on affordable, high-quality meals.
- Introduced 'Cone Biryani,' which gained viral recognition among local food bloggers.

PROJECT MANAGER | FAMILY BUSINESS | 2008 – 2014

- Executed government tender projects for DGDP, LGED, PDB, and Mongla Port Navigation.
- Installed buoys, light towers, and beacons in the Sundarbans region.

WEB MARKETING EXECUTIVE | PROSHIKA COMPUTER SYSTEM TRUST (PCST) | 2003 – 2005

- Led web marketing strategies and maintained client websites.
- Received Customer Service Excellence Certificate from CSL.

JUNIOR RESERVATION OFFICER & TOUR ORGANIZER | WINGS CLASSIC TOURS AND TRAVEL | 2002 – 2003

- Processed ticketing and organized travel itineraries using Amadeus and Galileo systems.
- Delivered excellent customer service and reservation handling.

EDUCATION

- MBA in Management Information Systems (MIS) | Stamford University, Bangladesh | 2008
- Professional Software Diploma (DSD) | BJIT Institute | 2002
- Poultry Training Certificate | National Youth Development Center | 1999

CERTIFICATIONS

- Amadeus and Galileo Ticketing Software
- Customer Service Excellence Certificate | CSL
- Chef's Diploma in Culinary Arts | City & Guilds | 2008

CORE SKILLS

- Hospitality & Customer Service Excellence
- IT & Web Marketing Expertise
- Project & Team Management
- Culinary & Restaurant Operations • Interior Design & Renovations
- Vendor Relationship Management
- Digital Transformation in Hospitality
- Fluent in English, Bengali; Proficient in Hindi, Urdu; Basic Arabic.

ACHIEVEMENTS

- Directed the Mongla Port Navigation Project with successful marine installations.
- Developed and popularized the 'Cone Biryani,' a culinary innovation.
- Managed and completed multiple interior and hospitality projects in Dhaka.

PERSONAL INTERESTS

- Singing and creative arts
- Driving and adventure travel
- Surfing advisor for Cox's Bazar Surf Club - Solo traveling and community service



Sincerely,
Md. Ozear Ahmad