

Md. Nazir Hossain

Deputy Manager – Administration

United Enterprises & Co. Ltd., United Group, Dhaka, Bangladesh

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Career Summary

With 18 years of expertise in Administrative and Hospitality operations, I specialize in travel coordination, protocol management, executive support, and strategic administrative planning. Currently serving as Deputy Manager – Administration at United Group since 2017, I lead initiatives such as visa processing, government liaison, and guest management. My career has spanned multiple countries, including the UAE, India, Malaysia, and Saudi Arabia, giving me a global perspective and enhancing my ability to manage cross-cultural teams and complex operations. I am a strong team leader and dedicated to delivering excellence in administrative functions and driving organizational success.

Work Experience

Deputy Manager – Administration (Jan 2025 – Present)

Organization: *United Enterprises & Co. Ltd., United Group, Dhaka*

Responsibilities: Lead corporate admin operations, managing VIP protocols, travel coordination, visa processing, guest services, and high-level event logistics. Oversee document control, team performance audits, SOP improvements, and executive-level appointments while liaising with embassies and agencies.

Asst. Manager – Administration (Sep 2017 – Dec 2024)

Organization: *United Enterprises & Co. Ltd., United Group, Dhaka*

Responsibilities: Facilitated visa, passport, and invitation arrangements for Directors and senior management. Managed protocol operations with GCP and government liaison officials. Supervised front office staff and trained new employees. Ensured quality hospitality for local and foreign guests. Scheduled transport, verified logbooks, and managed executive movements. Handled accommodation logistics and staff deployments. Maintained mail records, courier tracking, and guest ID cards.

Front Office In-Charge (May 2012 – Sep 2017)

Organization: *Royal Park Residence Hotel | Dhaka, Bangladesh*

Responsibilities: Supervised front desk operations and guest relations team. Ensured high-standard check-in/out experience for international and corporate clients. Monitored reservations and room availability. Conducted team briefings and enforced hotel SOPs.

Housekeeping Attendant (Aug 2008 – Sep 2011)

Organization: *Fujairah Rotana Resort & Spa | Fujairah, UAE*

Responsibilities: Maintained 5-star cleanliness and room standards. Assisted with VIP arrivals and coordinated during peak occupancy.

Senior Room Attendant (Mar 2005 – Aug 2008)

Organization: *Royal Park Residence Hotel | Dhaka, Bangladesh*

Responsibilities: Monitored room cleanliness and trained junior staff on hygiene and hospitality.

Computer and Technical Skills

- Office Accessories: MS Word, MS Power-point, MS Excel etc.
- Other Software: Opera | Fidelio | Zab ERP

Academic Credential

Executive MBA in Human Resources

Presidency University

CGPA: 3.50/4.00

Bachelor of Arts

Bangladesh Open University

CGPA: 2.88/4.00

Diploma in Hospitality Management

National Hotel & Tourism Training Institute (NHTTI)

Industrial Attachments (Internship)

Pan Pacific Sonargaon Hotel & Fujairah Rotana Resort

Consulting Experience

- **Visa, Immigration & Passport Services:** Passport preparation, visa processing, embassy coordination, and documentation compliance for major international destinations
- **Travel Management:** International travel planning, hotel booking, transport, and VIP travel coordination
- **Corporate Protocol & Hospitality:** Executive guest handling, VIP protocol, and event coordination
- **Administrative Advisory:** Office operations improvement, government liaison, and staff training
- **Hotel Reservations:** Accommodation arrangements for corporate and international clients
- **Documentation & Compliance:** Legal documentation support, approvals, and regulatory compliance

Project Management Skills

- Executive Protocol & Guest Management, Event and Hajj Management
 - Visa Processing & International Coordination
 - Front Desk, Housekeeping, Food and Beverage, and Protocol & Office Operations
 - Government & Embassy Liaison
 - Administrative Leadership & Staff Training
 - Travel Planning & Logistics
 - Internal Communication & Interpersonal Skills
 - Recruitment, Selection & Performance Appraisal
 - Accommodation & Vendor Management
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Language Skill

Language	Writing	Speaking	Reading	Listening
English	Excellent	Excellent	Good	Excellent

Training and Workshop

- **MS Office & Communication**, Ten Minute School
- **Leadership & Supervision**, Alison
- **Business Communication & Leadership**, IBA – University of Dhaka
- **HR Convention Attendee**, FBHRO
- **Fire Safety & First Aid**, BFSCDD





Achievements

- Promoted to Deputy Manager in recognition of consistent high performance, initiative, and leadership.
- Streamlined visitor management by digitizing the system, resulting in a 60% reduction in waiting time.
- Successfully hosted high-profile international guests during official events, ensuring top-tier protocol and hospitality.
- Selected to perform Hajj in 2023, an honor awarded by the Chairman of United Group.
- Named “Best Employee of the Year” twice at Royal Park Residence Hotel, reflecting excellence in service and dedication.

International Experience

- UAE – Hospitality Operations
- Saudi Arabia – Hajj Management
- India & Malaysia – Travel Coordination
- Bangladesh – Corporate Administration

References

Professional: Major A N M Shahidul Alam (Retired) General Manager, Administration, United Group  +8801914001586  anmshahidulalam@united.com.bd	Family: Md. Kausar Hossein (Younger Brother) MSc Student – Erasmus Mundus Scholarship, Europe  +351920611769  kausaresrm@gmail.com
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