



HRIDOY HOSSAIN

Address: Al Sabkha Road Deira Dubai, UAE
Phone: +971 56 761 3137
Email: abirhasan.kst.bd@gmail.com

SUMMARY

Assistant Manager – IT & Operations with strong experience in IT support, system troubleshooting, and hotel technology operations. Skilled in managing hardware, software, networks, POS systems, and OTA extranets including Booking.com, Expedia, Agoda, MakeMyTrip, and Hotelbeds. Experienced in data management, basic cybersecurity practices, and web development with website updates and maintenance. Proven ability to support daily operations, resolve technical issues quickly, and ensure smooth system performance in a hospitality environment.

WORK EXPERIENCE

Assistant Manager – IT & Operations, Queens Hotel – Dubai, UAE **Jan 2024 - Present**

- Managed daily hotel operations including IT support, administration, and front desk assistance.
- Provided IT support for computers, printers, POS systems, software, and network issues.
- Handled OTA / Extranet management: Booking.com, Expedia, Agoda, MakeMyTrip, Hotelbeds.
- Managed room inventory, pricing, availability, promotions, and booking issues across platforms.
- Performed reception duties such as guest check-in/check-out and reservation handling.
- Assisted in VAT calculation, billing, invoicing, and financial record keeping.
- Maintained accurate data entry, reports, and documentation for management.
- Coordinated with vendors and suppliers for IT and operational requirements.
- Supported basic web management and website updates when required.

Digital Marketing Executive, Purple IT Ltd - Dhaka, Bangladesh **Mar 2022- Jan 2023**

- Executed SEO activities including keyword research, on-page optimization, and basic off-page SEO.
- Managed Google Ads campaigns with budget control, ad creation, and performance optimization.
- Created and monitored Facebook Ads, focusing on audience targeting and conversion tracking.
- Analyzed campaign performance using Google Analytics and Facebook Insights.
- Designed marketing creatives and social media content using Canva.
- Assisted with website updates and basic web-related tasks to support marketing goals.
- Prepared reports and recommendations based on data-driven insights.

EDUCATION

Diploma in Computer Science **Jan 2019 - Dec 2021**

Kushtia Institute of Science and Technology, Bangladesh

Professional IT Training **Dec 2017 - Dec 2018**

Venus IT Institute, Bangladesh

ADDITIONAL INFORMATION

- **Languages:** English (Fluent), Hindi (Fluent), Bangla (Native)
- **Visa Status:** UAE Residence Visa (own)
- **Marital Status:** Single
- **Nationality:** Bangladeshi
- **Technical Skills:** Troubleshooting hardware and software issues, Cybersecurity practices and data protection, Microsoft Office (Excel, Word, PowerPoint), SEO (on-page, off-page, keyword research) Basic video and image editing, Canva (graphics and social media design), Google Analytics.