

Ameli Biswas

Guest Relation Officer (GRO)

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📄 [ameli-biswas-2722303aa](#)



📄 SUMMARY

Friendly, well-presented, and service-oriented professional with a Master's degree and a genuine passion for the hospitality and tourism industry. Having chosen to relocate to Sreemangal because of a long-term interest in its tourism sector, I am seeking an opportunity to build my career in guest relations and luxury hospitality.

Through previous professional roles supporting an Australian organisation and providing administrative support to an international CEO, I developed strong communication, active listening, patience, professionalism, and problem-solving skills. More than a year of structured communication training further strengthened my ability to build positive relationships, communicate with empathy, and provide attentive customer service.

As a professional makeup artist, I have worked closely with numerous clients, developing a polished presentation, attention to detail, and the ability to make people feel comfortable and valued. I am also a keen traveller who has personally experienced many resorts and five-star hotels in Bangladesh and overseas, giving me a strong appreciation of exceptional guest experiences. I am eager to bring my positive attitude, warm personality, and commitment to service excellence to a leading luxury resort while continuing to grow my career in hospitality.

📁 EXPERIENCE

March 2024 – Present

◦ Administrative Assistant (Intern)

[oLab Pty. Ltd.](#)

- Provided administrative and executive support, ensuring smooth day-to-day business operations.
- Coordinated meetings, schedules, and follow-ups while maintaining clear communication across teams.
- Assisted with internal and external communications, translation coordination, and professional correspondence.
- Prepared reports, meeting summaries, and documentation for senior management.
- Monitored task progress and supported team coordination using digital collaboration tools.
- Maintained accurate records while demonstrating professionalism, confidentiality, and strong attention to detail.

01/2020 – 03/2024

◦ Makeup Artist

[AmelifyNow](#)

- Delivered personalised makeup services while ensuring a welcoming and professional client experience.
- Consulted with clients to understand their preferences and recommend suitable makeup styles.
- Built strong client relationships through excellent communication, active listening, and attentive customer service.
- Maintained high standards of personal presentation, hygiene, and attention to detail.
- Managed appointments efficiently while delivering services in a calm and organised manner.
- Consistently created a comfortable and positive experience, resulting in high levels

of client satisfaction.

EDUCATION

- **Master of Business Administration (MBA), Management**
Govt. Michael Madhusudan College, National University, Bangladesh
- **Bachelor of Business Administration (BBA), Management**
Dr. Abdur Razzak Municipal College, National University, Bangladesh

PROJECTS

Book Translation

Coordinated the translation of an Australian publication, working closely with an international team to ensure clear communication, timely progress, and consistent quality standards. Managed project coordination, stakeholder communication, scheduling, and review processes over a 12-month period. The project remains ongoing, where I continue to support collaboration across the team while maintaining accuracy, organisation, and attention to detail.

REFERENCES

Bappy Golder Current Employer

Henry Roy Professional Mentor

CORE SKILLS

Administrative & Office Support

Reporting & Documentation

Team Coordination

Communication & Interpersonal Skills

Problem-solving & Adaptability

MS Word, Excel, PowerPoint, Google Workspace

CAREER OBJECTIVE

Motivated and detail-oriented administrative professional seeking an entry-to-mid-level role in administration, project support, or coordination. Experienced in meeting management, reporting, team coordination, and documentation support. Committed to continuous learning, adaptability, and delivering reliable organisational assistance.

SKILLS

Team Coordination:

Reporting & Documentation:

Problem-solving & Adaptability:

Administrative & Office Support:

Communication & Interpersonal Skills:

MS Word, Excel, PowerPoint, Google Workspace:

Team Coordination:

Reporting & Documentation:

Problem-solving & Adaptability:

Administrative & Office Support:

Communication & Interpersonal Skills:

MS Word, Excel, PowerPoint, Google Workspace:

INTERESTS

Traveling

Gardening

Makeup Artistry

LANGUAGES

English Intermediate (IELTS Academic Overall Band Score: 5.5) ●●●●●