



Shakera Zaman

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 Warren, Michigan

PROFESSIONAL SUMMARY

A recent graduate seeking to implement interpersonal and technical skills to produce high-quality results toward the success of a company and gain significant experience along the way.

SKILLS

Microsoft Excel

Microsoft Word

45-50 WPM Typing Speed

Adaptability

Empathy

Interpersonal and Written Communication

EXPERIENCE

SALES ASSISTANT

Global Green Insurance, October 2019-February 2020

- Reviewed insurance policy to determine appropriate coverages
- Organized relevant documentation for signature and review
- Processed client claims and provided customer-care and assistance.

COMMUNICATIONS ASSISTANT

Chatters Cafe, April 2017-August 2019

- Designed graphics and presentations regarding promotions
- Devised pitches reflecting company ideals
- Maintained appropriate company voice by keeping stylistic consistency across platforms.

EDUCATION

COMPLETED COURSEWORK TOWARDS BACHELOR OF ARTS IN EMPLOYMENT & LABOR RELATIONS

Wayne State University, May 2023

CERTIFICATIONS

- Microsoft Excel (2016 - 2019)
- Microsoft Word (2016 - 2019)
- Microsoft PowerPoint (2016 - 2019)

ASSOCIATIONS

Wayne Women in Business
Active Minds at Wayne State University

LANGUAGES

- **English**
Native
- **Bengali**
Conversational

RELEVANT COURSEWORK

- Applied Studies - Employment Law
- Psychology in The Workplace
- Anthropology of Business
- Senior Seminar: Perspectives on Work
- Management of Organizational Behavior