



NUSRAT JAHAN TOMA

📍 Dhaka
☎ 01601132579
✉ nusrat.toma500@gmail.com

Summary

Enthusiastic CSE graduate looking for an entry-level position to apply academic knowledge in real-world software development. Dedicated to learning new technologies, collaborating effectively, and delivering high-quality results.

Certifications

- IT Essentials: PC Hardware and Software, Cisco Networking Academy, 2024-09-28
- Cisco IT Essentials – Student Level Credential, Cisco Networking Academy, 2024, (Covers PC building, troubleshooting, networking basics, OS installation, and security)

Experience

Star Tech & Engineering Ltd. Dhaka, Bangladesh
Customer Support Executive

- Managed inbound and outbound calls professionally.
- Addressed customer complaints and queries.
- Maintained call logs and complaint records.
- Provided product information accurately.
- Confirmed online orders and coordinated with relevant teams.
- Worked under pressure while meeting targets.

COMMUNICATION SKILLS

Excellent in both verbal and writing in English & Bengali.: **Excellent in verbal in Hindi and Russian.:**

Highlights

- Excellent Verbal Communication
- Creative Thinking
- Multitasking
- Listening Skills
- Microsoft Excel
- IT Knowledge
- Ability to Work Under Pressure
- Meeting Deadlines

Education

January 2023	American International University of Bangladesh (AIUB)	
-	Bachelor: Computer Science and Engineering	
June 2028		
January 2023	Viqarunnisa Noon School & College	Dhaka
	Higher Secondary Certificate: Science	
	GPA: 5.00 out of 5.00	
January 2021	Viqarunnisa Noon School & College	Dhaka
	Secondary School Certificate: Science	

GPA: 5.00 out of 5.00

INTEREST AND ACTIVITIES

Sketching, Painting, Playing Football, Travelling, Listening Music, Photography

Personal Information

Age: 22-25

Custom Section

Full-Time

Interests

- Sketching
- Painting
- Playing Football
- Travelling
- Listening Music
- Photography

Professional Strengths

- - Strong sense of professionalism
- - Attention to detail
- - Analytical mindset
- - Team collaboration
- - Self-motivated and proactive
- - Open to feedback and improvement