



# NUSRAT JAHAN TOMA

📍 Dhaka  
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## 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 - June 2028

American International University of Bangladesh (AIUB)  
Bachelor: Computer Science and Engineering

January 2023

Viqarunnisa Noon School & College  
Higher Secondary Certificate: Science  
GPA: 5.00 out of 5.00

Dhaka

January 2021

Viqarunnisa Noon School & College  
Secondary School Certificate: Science

Dhaka

GPA: 5.00 out of 5.00

## **INTEREST AND ACTIVITIES**

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

## **Personal Information**

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Age: 22-25

## **Custom Section**

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Full-Time

## **Interests**

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

## **Professional Strengths**

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