

Abeda Rezwana Khanam, MBA

Resume

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Summary of Qualifications

- 6 months of experience as a customer service representative providing end solutions to the customers
- 8+ years of experience in freelancing jobs including data findings and analysis, business writing using various tools
- Fluent in English
- Excellent verbal and written skills
- Strong attention to detail
- Comfort with new technology
- Ability to learn new things.
- Meet tight deadlines with accuracy
- Strong computer skills (Microsoft Office)
- Strong technical skills in SQL, Python, programming R, Tableau
- Punctual
- Repetitive tasks

Education & Certifications

Google Data Analytics Professional Certificate

Feb 2023-April 2023

Coursera | Online

- Cleaned untidy data in excel and SQL
- Learned about effective questioning techniques that can help guide analysis
- Gained an understanding of how to aggregate data in spreadsheets and by using SQL
- Used various formulas and functions in spreadsheets for data calculations
- Discovered how to use Tableau to create effective visualizations.
- Explored the principles and practices involved with effective presentations
- Examined the benefits of using the R programming language
- Discovered how to use RStudio to apply R to your analysis

Masters of Business Administration (MBA)

*Major in **Human Resource Management***

University of Dhaka

2012-2014

Dhaka, Bangladesh

Bachelor of Business Administration (BBA)

*Major in **Marketing***

BRAC University

2008-2011

Dhaka, Bangladesh

Professional Experience

Customer Service Representative

Teleperformance, Halifax, NS (Remote)

Nov 2022-March 2023

- Carried out telephone sales activities
- Provided customer support through
- Reported to supervisor regarding the complex situations
- Ensured a positive customer experience
- Attended team meetings
- Updated customer information in client databases

Freelancer

Freelancer.com, Online

Dec 2013-Present

- Formulate assignments based on prescribed specifications
- Conduct research on different topics to complete the tasks given by employer
- Editing and proofreading content
- Writing quality articles based on the client's requirements
- Submitting the tasks on the given deadlines

Administrative Officer and Coordinator

Sunnydale School, Dhaka, Bangladesh

Jan 2016 -Dec 2021

- Answered the phone and responding to queries
- Conducted research in ongoing learning workshops and shared the opportunities with teachers
- Scheduled appointments and prepare all student files
- Arranged and conducted conferences, seminars, for the teachers
- Scheduled and confirmed appointments between parents and teachers
- Attended meeting and scheduled staff team building sessions
- Kept track of student successes and failures

Special Projects

Data Visualization through Programming R and ggplot2

Coursera Project Network | Coursera, Online

Feb 2023- May 2023

- Installed packages in R
- Installed “tidyverse” and “ggplot2”
- Imported xlsx file dataset which has been used to visualize data
- Used RStudio to code and visualize the data