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| **Shapna Akter** |
| Address:House- 525, Road- 13, Block- G, Bashundhara R/A, Dhaka  Mobile No: 01989451397  E-mail: [shapnakter96@gmail.com](mailto:shapnakter96@gmail.com) |

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| **Career Objective:** |
| To attain such a position where I would be able to exercise my experiences as well as academic Knowledge and establish myself as a skillful one in the related field and thereby contribute to the welfare and enrichment of the organization. |

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| **Career Summary:** |
| I have relevant work experience & educational background with a positive attitude to do this challenging job & have been over 1 year experience in this field as a, executive within a organization.   * Communication with customer, other related departments/ sections of the company. * Work in a team/act as an effective team member understanding company Y& customer procedure. * Follow the process & procedures of customer. * Ensure quality execution of orders up to ship the goods maintaining effective way. * Any special task/assignment as required for the position as given by the company |

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| **Special Skill:** |
| Technical skills:   * Operating System: Windows XP, Vista, Windows7, Windows 8, Windows 10 * Presentation Skills: Microsoft Office * Data Entry * Web Design * Quality Assurance * Front End (HTML/CSS)   I am self-motivated as a professional. In terms of clarity and general excellence of output, I have the extent to work free from errors, consistency of output and capable of accomplishing work systematically. |

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| **Employment History:** | |
| 1. | **Customer Center Executive (February 2018- July 2019)** |
|  | **Tees Creation**  Location: Bashundhara R/A, Dhaka  Department: Customer Care |

Academic Qualification:

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| --- | --- | --- | --- | --- | --- |
| **Exam Title** | **Concentration/ Major** | **Institute** | **Result** | **Pas. Year** | **Duration** |
| Bachelor of Science (B.sc) | CSE | UITS | 3.49 | 2019 | 4 |
| HSC | Science | Govt. Kalachandpur High  School & College | 3.75 | 2015 | 2 |
| SSC | Science | Govt. Kalachandpur High  School & College | 4.31 | 2013 | 2 |

Career and Application Information:

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| Looking For | : | Entry Level Job |
| Available For | : | Full Time |
| Preferred District | : | Dhaka |

Language Proficiency:

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| **Language** | **Reading** | **Writing** | **Speaking** |
| Bangla | High | High | High |
| English | High | Medium | Medium |

Personal Details:

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| Father's Name | : | Rafiq Islam |
| Mother's Name | : | Minara begum |
| Date of Birth | : | January 30, 1996 |
| Gender | : | Female |
| Marital Status | : | Unmarried |
| Nationality | : | Bangladeshi |
| National Id No. | : | 5552436015 |
| Religion | : | Islam |
| Permanent Address | : | House- 525, Road- 13, Block- G, Bashundhara R/A, Dhaka- 1229 |
| Current Location | : | Dhaka |

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Shapna Akter

Date: 06-02-2021