



Nahiyan Ibn Ershad

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Dhaka, Bangladesh

Profile

Sales and student counseling specialist with a CSE background and a track record of increasing conversions, reducing application errors, and leading teams to measurable productivity gains. Experienced across B2C education, tech, and solar sectors with strengths in customer consultation, CRM operations, and data-backed decision making.

Core Skills

- Lead qualification & conversion
- CRM operations (accuracy & pipeline hygiene)
- Consultative selling
- Customer onboarding & retention
- Prompt engineering
- Web development (HTML/CSS/JS)
- Content creation & script writing
- Sound Design
- Team player
- Communication
- Conflict Resolution

Certifications

- Microsoft Certified AI Prompt Engineer
- Certified UK Agent & Counselor – British Council
- IELTS 7.5
- Java Fundamentals – Oracle Academy
- Guinness World Record: Virtual 5k Run Participant
- Hult Prize – 1st Runner Up

Education

B.Sc. Computer Science & Engineering

Independent University, Bangladesh — 2024
CGPA: 2.81

Major Courses: Project Management, AI, Software Engineering, Management and Information Systems

Publication

AI-Based Solutions for Software Engineering

researchgate.net/publication/387219249
ResearchGate, 2024.

Experience

Education Counselor (Team Lead)

Global Pathway Experts Ltd. Feb 2025 – Nov 2025

- Led a team of 6; raised output by **90%** through structured case reviews, clearer daily targets, and streamlined workflows.
- Managed **1,000+** student cases end-to-end; lifted application conversion rates to **95%**.
- Cut application errors by **50%** by revising SOPs and tightening coordination with Compliance.
- Drove event-based lead growth by **25%+** through targeted webinars and campus activations.

Junior Student Counselor

Global Pathway Experts Ltd. Oct 2024 – Feb 2025

- Handled **50–70** daily consultations with **90%+** positive feedback; supported applicants to 400+ global universities.
- Boosted event attendance by **35%** through segmented outreach and content-driven campaigns.

Frontend Developer (Intern)

Belaface May 2024 – Oct 2024

- Built responsive product pages and a pricing audit tool, reducing listing inconsistencies by **20%**.
- Delivered a functioning MVP under tight timelines; contributed to demo sessions and feature prioritization.

Talent & Growth Lead

YouthBees Jun 2022 – Present

- Expanded mentor network by **70%** and increased program participation by **40%** through structured recruitment and outreach.

Appointment Setter (Sales)

Soleil Energy Jan 2022 – Mar 2022

- Booked **1,500+** solar consultations while maintaining **99%** CRM accuracy.

ELT Instructor

Mentors' Jun 2018 – Jan 2019

- Trained **50+** students and developed structured weekly and monthly learning modules.

Projects

- BelaCosmetics — Designed UI and pricing analytics features, improving their top volume product-page interaction by **22%**.
- Taker Inc. — Mapped user flows & UI structure for a healthcare transport booking platform.