






# Nahiyan Ibn Ershad

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## PROFESSIONAL SUMMARY

Customer-focused **Computer Science graduate with a minor in Human Resource Management** and more than 2 years of experience in **Customer service, Sales and Educational counseling**. Skilled in handling high-volume inquiries, building relationships with diverse clients, and delivering accurate information on tight deadlines. Adaptive to the use of technology, cross-team collaboration, and consultative selling to meet and exceed goals. Known for fostering collaboration, adaptability, and continuous improvement in fast-paced sales environments with a people-first mindset to deliver engaging client experiences.

## KEY SKILLS

Customer Service & Sales	CRM Systems, Consultative Selling, Inbound/Outbound Calls, Conflict Resolution
Communication	English (Fluent), Bengali (Native), Hindi (Proficient), Arabic & French (Basic)
Technical Skills	<b>Programming:</b> JavaScript, Python, SQL, HTML/CSS <b>Frameworks/Tools:</b> React (Basic), Django (Basic), Bootstrap, GitHub, VS Code, Figma, Canva <b>Data &amp; ML:</b> Pandas, NumPy, Scikit-learn, Matplotlib, Plotly <b>Platforms:</b> Microsoft Azure, Google Workspace, Trello, Slack, Discord <b>Soft Skills:</b> Leadership, Problem-Solving, Teamwork, Creativity, Strong Communication
Training & Mentorship	Product Training, Sales Coaching, Webinar Hosting, Research Support for Marketing

## WORK EXPERIENCE

Education Counselor (Team Lead), Global Pathway Experts Ltd.	Jan 2025 – Present
<ul style="list-style-type: none"><li>– Leading a team of 6 junior counselors, overseeing training, workflow management, and performance reviews.</li><li>– Conducting advanced counseling sessions with 200+ students and families, improving conversion rates for university applications up to 95%.</li><li>– Collaborating with management to design new counseling strategies and streamlining operations across departments.</li><li>– Providing <b>sales and product training</b> to new interns, to help improve onboarding efficiency.</li><li>– Representing the company in webinars, education fairs, and cross-institutional collaborations.</li><li>– Assisting students with SOP's, Scholarship Essays, Visas, Accommodation and Flight Support from Start to Finish.</li><li>– Aligning with Admissions and Compliance to ensure effective communication across all teams.</li><li>– Creating training materials to aid students and Junior Counselors with key information for multiple destinations</li></ul>	

- Jr. Student Counselor, Global Pathway Experts Ltd.**

Oct 2024 – Dec 2024
- Guided students through applications to 400+ international universities, ensuring compliance with admission criteria.
  - Handled 50+ inbound and outbound calls daily, delivering accurate, timely responses and building client rapport.
  - Assisted Marketing team with research, content input, and campaign support to boost event participation.
  - Supported students with IELTS registration and prep guidance, increasing successful registrations.
  - Executed engaging voice-overs for promotional materials.

- Frontend Developer (Intern), Belaface**

May 2024 – Oct 2024
- Built responsive interfaces and enhanced UX using HTML, CSS, and JavaScript
  - Developed pricing analysis tool to reduce listing errors by 20%
  - Applied MVT architecture to deploy a functional MVP within tight timelines
  - Collaborated with product and design teams to demo features to stakeholders

- Talent & Growth Lead, YouthBees**

June 2022 – Present
- Work directly with the Founder and core team to design and execute talent acquisition and growth strategies.
  - Lead initiatives to onboard and manage partnerships with industry mentors, speakers, and collaborators.
  - Coordinate cross-functional projects, ensuring alignment between marketing, outreach, and operational teams.

- Appointment Setter (Sales), Soleil Energy**

Jan 2022 – Mar 2022
- Exceeded 1500+ solar consultation appointments across multiple U.S. states.
  - Maintained 99% data accuracy in CRM systems, supporting sales and customer outreach.

- English Instructor, Mentors’**

Dec 2018 – Dec 2019
- Delivered IELTS and spoken English training to 50+ students daily.
  - Designed engaging lesson plans to improve speaking, writing, and listening skills for students and working professionals.

EDUCATION

2024	<b>Independent University, Bangladesh</b>	B.Sc. in Computer Science and Engineering
2018	<b>Al-Yamamah University, Riyadh, KSA</b>	B.Sc. in Network and Security Engineering
2012	<b>Bangladesh International School, Riyadh</b>	Edexcel A-Levels
2010	<b>Bangladesh International School, Riyadh</b>	Cambridge O-Levels

PROJECTS

- BelaCosmetics (Internship Project)  
E-commerce platform built for Korean beauty brand COSRX. Developed responsive UI components and pricing analytics tool using Bootstrap, HTML, CSS, and JavaScript.  
**GitHub:** [box-the-third.github.io/eCommerce-frontend](https://github.com/box-the-third/eCommerce-frontend)
- 5-Day Forecast DHK (University Project)  
Front-end web app showing 5-day weather forecast using OpenWeather API. Developed with Bootstrap and Vanilla JS.  
**GitHub:** [box-the-third.github.io/5dayweather](https://github.com/box-the-third/5dayweather)

- Taker Inc. (Freelance) Platform connecting wheelchair-accessible vehicle (WAV) providers with patients and drivers in New York. Worked on the front-end UI, content and platform flow using Agile Methodology.

**GitHub:** [box-the-third.github.io/TakerInc](https://box-the-third.github.io/TakerInc)

## CERTIFICATIONS

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- Certified UK Agent and Counselor – British Council (2025)
- Certified Prompt Engineer – Microsoft (2025)
- IELTS – Band 7.5
- Java Fundamentals – Oracle Academy
- British Council Webinars: Teaching online, Mentoring Teachers, Breakout Room Strategies

## AWARDS & ACHIEVEMENTS

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**Guinness World Record Holder** – Most Virtual 5K Runs in 24 Hours, Vitality Running World Cup.

**Hult Prize** – First Runner-Up