



# Farhana Fatima

Looking to obtain a position in a fast-paced organization where excellent troubleshooting, problems solving, working effectively in a team, multitasking skills will be fully utilized for the growth of the company.

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## SOFT SKILLS

Adaptability

Communication

Problem Solving

Team Work

work Ethic

Creativity

Time Management

## TECHNICAL SKILLS

**Frame Work:** Bootstrap

**Project Management:** Asana

**Programming Language:** C, HTML, CSS, JS

**Office Tools:** Word, Excel, Power Point

**Tools:** Photoshop

**Other Skill:** Graphic Design

## WORK EXPERIENCE

### Customer Service Agent

#### Global Contact Services

33-00 Northern Blvd, Long Island City, NY 11101

Februry 2020 – April 2020

- Booked reservation for paratransit customers using ADEPT tool.
- Researched, identified, and resolved customer complaints using applicable software.
- documented & varified the information according to standard operating procedures.
- managed high volume of inbound & outbound customer calls.
- Utilized active listening and communication skills to address customer inquiries and escalate issues to supervisor.

### Medical Receptionist & Office Manager

#### Sage Podiatry Pc & Laser Services

160 West 86th Street, NY 10024

January 2019-January 2020

- Signed the patient in and obtain the insurance information or any other necessary data.
- Processed payment from patients for co-pay and uninsured visits.
- Scheduled appointment for new and recurring patient based on physician and PA/NP availability.
- Maintained hard copy patient records as well as files stored in our EHR.
- Called patients to remind them of upcoming appointments and to help them schedule testing for off- site services.
- Utilized active listening and communication skills to address customer inquiries and escalate issues to supervisor.

### Online Support (Seasonal)

#### Bloomingdale's Inc

59th Street Lexington Ave, NY 10022

November 2019 - January 2020

- Responded promptly to customer inquiries.
- Had knowledge about the products in the store to help out the customer needs.
- Processed orders, returns, shipment and requests.
- Kept records of customer interactions, transactions, comments and complaints.
- Ensured customer satisfaction and provide professional customer support.

## **Budding Picasso Instructor**

### **Elliott's Gymnastic Classes**

131 W 86th Street, NY 10024

January 2019 – July 2019

- Prepared the classroom by gathering and setting up equipment.
- Helped to develop students drawing, coloring, and painting techniques.
- Provided instruction on the use of media such as graphite and charcoal pencils, as well as oil, acrylic, and watercolor paint.
- Ensured the classroom is clean after each lesson.

## **ACADEMICALS QUALIFICATION**

### **Bachelor of Computer Science & Engineering, October 2018**

University of Liberal Arts Bangladesh, Dhaka, Bangladesh

## **LANGUAGE**

English,Bengali,Hindi