



# TASMIAH ALAM

## Experience

### Womn's Doll Beauti parlour 2019 - 2020

Front Desk Manager

Proficient in greeting and assisting customers at the beauty parlor, providing personalized service recommendations based on their needs. Proactively upsell additional services to enhance the overall customer experience and promote business growth.

### Rex IT BD 2021 (Dropshipping Learning Project)

I served as a receptionist at their company, responsible for warmly welcoming individuals who arrived to learn. My primary objective was to effectively convert them into students, assisting them in the admissions process and ensuring their smooth integration into ongoing class sessions. Additionally, I diligently managed the coordination and progress of various batches.

### DevsNest LLC 2022-2023 (July)

Customer Support Manager

I served as a Customer Support Manager, addressing various merchant concerns. Complex issues that were beyond my comprehension were escalated to our support engineers. Once resolved, I promptly communicated the solutions to the merchants. Additionally, I conducted quality assurance assessments.

## Volunteer Work

### Dear Camelia Mental Health Support Group

I am a volunteer for a Facebook group where we provide a non-judgmental listening space for individuals who cannot openly express their internal struggles in their own circles. You can find me through the volunteer section at [dearcamelia.com](https://www.dearcamelia.com)

## Education

BBA in Marketing (2023)  
Banglaesh Open University

H.S.C (2016)  
Naogaon Govt. College

S.S.C (2011)  
Kirttipur High School

## Expertise

- EffectiveCommunication
- Time Management
- Teamwork
- Risk Management
- Continuous Improvement
- Adaptability

## Contact

Phone

01706693455

Email

[tasmiah.alam1996@gmail.com](mailto:tasmiah.alam1996@gmail.com)

Address

Fudkipara, Shahebbazar,  
Rajshahi.