

Wakia Sultana Asha

House-1/9-A, Azimpur Govt. Quarter,
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Career Summary

To prove myself as a dedicated, self-motivated individual, work in volunteering and supporting role in the organization where there is a scope to do something along with suitable learning opportunity by taking the responsibilities with commitment and hard work to reach the apex.

Job Experience

Organization: Uber Technologies Inc

Post: Operations Associate (Greenlight Expert I)

Job Period: May 2018 to Present

Duties/Responsibilities:

- Rider onboarding, monitoring, and assessing.
- Dealing with different payment & Account Issues.
- Improve the partner's service experience, handling complaints, or any major incident.
- Communicate different offers, Bonus & facilities to the partners & solve their issues.
- Understanding business challenges and translate it to management for technical solutions.

Achievements:

- I got **Peer Recognition** from my Team Leader for my proactive work.
- Achieved "**Best Performer of the month award**" four times for my tremendous performance.

Internship Experience

Internship at Standard Bank Limited (22 May 2017-22 August 2017) (Knowledge gained related to Human Resource Division)

Academic Qualification

Exam Title	Major/ Connection	Institute/ Board	GPA/ CGPA	Passing Year
Master of Business Administration (MBA)	Organizational Strategy & Leadership	University Of Dhaka	Running	Running
Bachelor of Business Administration (BBA)	Human Resource Management (HRM)	United International University	3.59	2017
Higher Secondary Certificate (HSC)	Business Studies	Dhaka City College	5.00	2012
Secondary School Certificate (SSC)	Business Studies	Viqarunnisa Noon School & College	5.00	2010

Computer Skills

Microsoft Office – MS Word, MS Excel, MS PowerPoint & Outlook.

Corporate Skills

- Have a good leading, managerial ability & convincing power.
- Quick learner on service specifications.
- Able to communicate successfully through oral presentation using the power point.
- Systematic in work and self-motivated.
- Have the experiences to work with teams.
- Have the virtue to keep good interpersonal relationship with colleagues.

Extra-Curricular Activities and Achievements

- Joined the club of “Green Leaf” at United International University.
- Attended the Debate Competition in both school & college.
- Participated in the Annual Sports Competition in my school.
- Enjoyed academic scholarship six times based on trimester result from UIU.
- Awarded by Prothom Alo for obtaining GPA 5.00 out of 5.00 in SSC Exams.

Personal Information

Father's Name : Sk. Akhtar Uzzaman
Mother's Name : Kakoli Akhtar
Date of Birth : 16th July 1994
Nationality : Bangladeshi
Religion : Islam

Reference

Saquib Ahmed

Greenlight Manager

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Syed Mosnoon Ali

Vice President, HRM

Standard Bank Ltd

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I hereby declare all above Information is authentic.



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