

FAHIMA AKTER

Address: Char Sumilpara, Adamjee Nagar Ward#06,
Shiddirganj, Narayanganj City Corporation.

Mobile: (+88) 01681- 346929

E-mail: fahimaerani@gmail.com

LinkedIn: [linkedin.com/in/fahima-akter-3a9a911b0](https://www.linkedin.com/in/fahima-akter-3a9a911b0)



Career Objective:

A young professional looking to find a challenging and competitive environment where strong sense of response of responsibilities and commitment require, where the place of work provides optional avenues for learning, growing and achieving top in the hierarchy of organization.

Career Summary:

A Master of Business Studies (MBS) with three years of experience of Customer Support in apparel accessories industry and also more than two years of experience as an accountant profession in Life Insurance Company. Seeking a carrier position to further develop expertise and exercise for the organization's growth and personal development.

Working Experience:

1. **Name of the Organization:** Tex Zippers (BD) Limited

Website: www.texfasteners.com

Designation: Executive- Customer Support

Duration: From January'17 to July 20

Job Responsibility:

- Maintain customer's databases, communicate and coordinate with internal departments and follow up on customer's interactions.
- Maintain Daily Order Details (DOD) Report.
- Respond promptly to customers inquires, handle and resolve customer complaints, provide pricing and delivery information, process orders, forms, applications and requests.
- Deal directly or indirectly with customers either by telephone, electronically or face to face.
- Assisting in sales, provide product or service information to assist customers in making a decision about product to buy, help to generate sales leads.
- Liaison between Customers and factory (Production, Sales & Commercial team) and finally confirm customer's delivery date.
- Update Monthly, Quarterly & Yearly repots of different buyers/ Customers.
- Maintain CCR (Customer Complain Report): issue CCR, follow up and resolve.
- Keep up Customer focus at all times and respond to customers' enquiries/orders/complaints through e-mails, phone call.
- Ensure all customers' queries are investigated and determined.
- Work closely with Supply Chain, Raw Material, Production, Sample, QC, FGG, and Commercial team and Logistics personnel in order to meet customer expectations.
- Maintain NAF (New Account Form) database: Issue NAF, Maintain & Update.

- Keep update different (PI, OA, SA, BO, LC) database regular basis for customer's support based on update database.
- Issue PI within 24 hours after receive orders.
- Issue Order Acceptance - OA.
- Keep OA file up to dated.
- Final check OA before send to all dept. for start bulk production.
- Productions follow up for deliver goods on time basis, also inform commercial team to give particular delivery.
- Inform customer about the delivery completion, and Send carton wise packing list with all details.

2. Name of the Organization: Golden Life Insurance Company

Designation: Accounts Officer

Duration: From Feb'15 to Nov'16

3. Name of the Organization: Adamjee Active High School

Designation: Teacher

Duration: From Jan'12 to Dec'14

Certifications & Trainings:

- Fundamentals of Customers and Competition **Coursera**
- Communication Strategies for Virtual Age - **University of Toronto**
- Kaizen Continuous Improvement Practitioner -**Udemy**
- Microsoft PowerPoint **Udemy**
- Effective E-mail Communication: Enhancing your voice at work **Udemy**
- Speak English Professionally: In Person, Online & on the Phone -**Georgia Institute of Technology**
- Microsoft Excel Course: Advanced Excel Training –**Udemy**
- Business Writing -**University of Colorado**

Academic Qualification:

Masters of Business Studies (MBS)
in Accounting

Govt. Tolaram University College
Achievement: First Class
Passing Year 2013

Bachelor of Business Studies (BBS)
in Accounting

Govt. Tolaram University College
Achievement: Second Class
Passing Year 2012

Higher School Certificate
(HSC) in Business Studies

Motijheel Model School & College
Achievement: CGPA 4.30 out of 5
Passing Year 2008.

Secondary School Certificate
(SSC) in Business Studies

Mizmizi Paschimpara High School
Achievement: CGPA 4.13 out of 5
Passing Year 2006.

Computer Skill: Sound in Microsoft word, excel, & power point presentation, Internet browsing, Outlook E-mail, Operating system Windows 10/8/7 & Windows XP.

Language Proficiency:

Bengali Mother Tongue
English Fluent in Reading, Writing & Speaking
Hindi Fluent in Speaking

Personal Information:

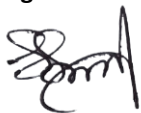
Name: (according to the certificate)	Fahima Akter
Date of Birth	15 th May' 1991
Father's Name	Md. Ismail Hossain
Mothers Name	Uzala Begum
Permanent Address	Vill: Char Sumil Para, PO: Adamjee Nagar, PS: Shiddhirganj, Dist: Narayanganj
Religion	Islam
Nationality	Bangladeshi by birth
Marital Status	Single
Current Location	Adamjee Nagar, Siddirgonj, Narayanganj.

Reference:

	<u>Reference 1</u>	<u>Reference 2</u>
Name	Rupa Hossain	Md. Selim Reza
Organization	Tex Zippers (BD) Limited	Agrani Bank
Designation	Assistant Manager	Manager
Address	Plot 180, 264 & 273, AEPZ, Adamjee Nagar, Shiddirganj, Narayanganj	Kuakata Branch, Patuakhali.
Phone	0168-2543694	01934-313797
E-mail	oabd@texzipperbd.com	selimreza@gmail.com
Relation	Professional	Relatives

I do hereby, declare myself that above information's are true and authentic to the best of my knowledge & belief. I authorize the receiver of this resume to verify the information provided in this resume.

Signature:



Fahima Akter