

Career Objective

An enthusiastic and hardworking individual in search of obtaining a position in a reputable organization with a dynamic environment where I will be able to demonstrate my skills, enhance my knowledge and also achieve goals of the organization.

Work Experience

Robi Axiata Limited | September 2019 - December 2019 |

- Internship | Market Operations - Retention Team of Airtel Division

- Handled anniversary campaign. Extracted base and configured anniversary SMS through DND portal and ICMS tool.
- Gathered large volume of quantitative data of telecom tower performance KIPs in MS Excel. Analyzed the data to identify key metrics and transformed this raw data into meaningful, actionable information using pivot table and VLOOKUP function.
- Took part in cross team functional projects and contributed my ideas.
- Made phone calls to the predictive churn base customers to figure out the problems they were facing and updated my team members to help them to reduce churn and take necessary actions.
- Updated campaign uptakes.
- Kept a tab on competitors' offers and maintained an excel sheet.

Additional Experience

At the end of my internship, I was assigned to work for a Human Resource project titled "Project Hunt" for which my duration of stay at Robi was extended for few days. This project was held to facilitate the Graduate Trainee program of Robi.

Education

North South University, Dhaka, Bangladesh | September 2015 - 2019 |

- Bachelors of Business Administration in Marketing

CGPA: 3.14 on a scale of 4.00

London Grace International School, Dhaka | 2015 |

- Cambridge GCE A Levels

Rosedale International School, Dhaka | 2012 |

- Cambridge GCE O Levels

Certificates

- Certificate on excel boot camp from Career Place Center (CPC), North South University

Proficiencies

Computer Proficiency

Language Proficiency

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- Good in communication
 - Adaptability
 - Team management
 - Meet tight deadlines
 - Team coordination

Proficient in MS Words, MS Excel (Pivot Table, VLOOKUP) & MS PowerPoint

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- Native in Bengali
 - Native or Bilingual in English
 - Elementary in Urdu
 - Elementary in Hindi

Extra Curricular

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- Represented Robi Axiata Ltd at National Career Fair'19 in North South University
 - Volunteered for Axiata Game Hero – National Championship 2019 held at Le Meridian.

Reference

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