

# Mukta Akter

## Executive Summary:

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Experienced Assistant Manager with a demonstrated history of working in the computer software industry. Skilled with great communication, professional business English, leadership, project management. Additionally, I partner with HR management to explore the world of people's operation.

I started my career before starting my undergrad for which I was able to gather long client facing and team management experience in various leadership positions. Currently appointed as Assistant Manager in Field Nation Support who visions towards being the No 1 high volume on-demand job platform changing the way of work.

## Education

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Graduate 2018 - 2020 : MBA in Human Resource Management from North South University. (CGPA: 3.62)  
Undergrad 2012 – 16 : BBA in Finance from Bangladesh University of Business & Technology. (CGPA: 3.79)  
HSC 2009 : HSC from BCIC College, Dhaka. (GPA 3.6 Out of 5)  
SSC 2007 : SSC in Rajdhani Girls' High School, Dhaka. (GPA 4.25 Out of 5)

## Professional Experiences:

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June 2011 – Current: **Company:** Field Nation LTD  
**Position:** Assistant Support Manager  
**Details:** Field Nation is a technology company that is based in US with a branch located in Dhaka. Leading a team of support coordinators for US buyers and providers. My responsibilities are –

- Interviewing and selecting right candidates.
- Building company policy related documents in partnership with HR administration.
- Market research and talent hunt for new positions.
- Documenting employee status in different positions of their tenure.
- Facilitate training and coaching new recruits/existing team members in accordance with the business guidelines
- Actively monitor and report on functional and operational activities of the team
- Facilitate functional and cross - functional meetings to discuss possible improvements to customer service
- Ensure the best usage of resources to achieve qualitative and quantitative targets
- Assist w/customer escalations and maintain a feedback loop to address them in a timely manner
- Confronting underachievers.
- Writing and administrating performance reviews for skill improvement

Jan 2016 – April 2016: **Company:** Janata Bank Limited  
**Position:** Intern  
My responsibilities involved –

- Worked cash (Deposit and Bill collection).
- Annual salary report preparation.
- Foreign exchange department.

Nov 2010 – June 2011: **Company:** Legato Solutions & Services Pte Ltd  
**Position:** Customer Relationship Executive (CRE)  
My responsibilities were-

- Providing one-stop quality Customer Service over phone to ensure positive customer experience
- Selling through inbound and outbound contacts.
- Worked for the US outbound Debt solution campaign maintaining daily SPD target.
- Client interaction, routing calls and contacts.

Feb 2010 – Nov 2010: **Company:** Icon Bangladesh

**Position:** Supervisor

**Details:** Icon Bangladesh is a technology company that used to international sales campaign. I served there as a Supervisor. My responsibilities involved –

- Interviewing and Hiring best suitable candidates.
- Making training materials and providing training to team members for sales campaign.
- Worked on UK outbound phone service provider sells campaign.

## Computer and soft Skills:

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- MS Office (Word, Excel, Power Point, outlook)
- Skilled Email correspondence.
- Expert in Salesforce and Zendesk.com
- Loyal and Discreet (maintain confidentiality)
- Data Mining
- Able to Build Relationships
- Strong analytical ability & Conflict Resolution
- Adaptable & quick learner
- Ability to work under pressure.
- Project Management

## Language and Communication

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- Native Bengali speaker and can write accurately.
- Top notch oral and verbal ability in English.

## Personal Information

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- Full Name : Mukta Akter
  - Father's Name : Md. Afzal Hussain
  - Mother's Name : Rahela Begum
  - Date of Birth : 5th May 1992
  - Marital Status : Single
  - Nationality : Bangladeshi
  - Religion : Islam
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I hereby declare to the best of my knowledge and believe that this CV correctly described my qualifications and me. I realize that any willful misstatement described herein may result me in disqualification, if engaged.

Signature

