



Nazmoon Nahar tithykan966@gmail.com 01680396208

32-33 northbashabo,
sabujbag, khilgaon,
Dhaka, Bangladesh

Summary

As a highly motivated and enthusiastic person I want to build up my career either in the development sector or in creative sector where my academic & professional competence would serve best.

Skills

✓ Requirement and Selection	✓ Customer support
✓ Interview Process	✓ Supervision
✓ Training	✓ Computer Literacy
✓ Office Management	✓ MS Office work
✓ Communication Skill	✓ Graphic Design

Work Experience

Organization:	PATHAO LTD
Department:	Pathao-Food
Position:	Customer Support Supervisor an Operation Department
Year:	October 2017 to August 2018
Responsibilities:	<ul style="list-style-type: none">✓ Recruitment and Selection✓ Interview Process✓ Training: New join, on board employees, new campaigns based program✓ Managing Salary sheet in 1st hand✓ Maintain Roster plan: Leave Management✓ Floor supervision : Solving clients query and given support to service managers✓ Manager's directions: operations work and other responsibilities.

Organization:	My Outsourcing Ltd
Department:	Nestle Bangladesh process management
Position:	Customer Support Supervisor an Operation Department
Year:	March to September, 2017
Responsibilities:	<ul style="list-style-type: none">✓ Recruitment and Selection: Interview Process✓ Training: New join, on board employees, new campaigns based program✓ Managing Salary sheet in 1st hand✓ Maintain Roster plan: Leave Management

Organization:	Windmill LTD
Department:	Human Resource
Position:	Executive, HR
Year:	November to December, 2016
Responsibilities:	<ul style="list-style-type: none"> ✓ Recruitment and Selection: Job posting, résumé collecting, sorting, call for interviews. ✓ Interview Process: Time management, taking interviews, sleeting and approving with others process. ✓ Training: New join, on board employees, training module correction and modification. ✓ Managing Salary sheet in 1st hand and work with finance team. ✓ Maintain mid level employee's roster plan: Leave Management. ✓ Manager's directions: operations work and other responsibilities.

Organization:	GRAMEENPHONE
Department:	Customer Service
Position:	Customer service manager, senior Apprentice
Year:	August 2013 to May 2016
Responsibilities:	<ul style="list-style-type: none"> ✓ Responsible for inbound and outbound calls ✓ Responsible for solving problem as per rules and guild lines ✓ Worked as a team captain in a 26 members team ✓ Training and floor supervision during companies need ✓ Manager's directions: operations work and other responsibilities.

Organization:	Spellbound Communication LTD
Department:	Client service
Position:	Intern, Client service executive
Year:	January to March 2016
Responsibilities:	<ul style="list-style-type: none"> ✓ Manager's directions: operations work and other responsibilities.

Education

Independent University of Bangladesh	Masters of Business Administration (MBA)	Major in Human Resource	CGPA 2.84	Passing year- 2019
University of Liberal Arts Bangladesh	Bachelor of School of Business	Major in Marketing	CGPA 3.16	Passing year- 2016
National Ideal College	Higher Secondary School Certificate	Business Studies (Commerce)	GPA 4.40	Passing year- 2010
Motijheel Model High School and College	Secondary School Certificate	Business Studies (Commerce)	GPA 4.50	Passing year- 2008

Extra Curricular activities

- ✓ Participated in **International Business Conference as a volunteer of five days program.**
- ✓ Participated in **Conference to Observe *the Human Rights Day*, Organized by *ULAB*.**
- ✓ Participated in different **Intra-College Debate Competitions** as a volunteer.
- ✓ Participated in **Intra-College Science fair Competitions** as a volunteer.
- ✓ Participated in **conference and leading section at Marketing research center, Insight & ideas LTD.**

Reference

1. Nusrat Jahan Tuli Milvik bangladesh limited-Head of QA nusrat4white@gmail.com Phone:01797588497	2. Sohel Md. Alamgir Shahidullah Marketing Department, Grameenphone Ltd Alamgir.Shahidullah@gmail.com Phone: 0171150687
---	---