

## ROAIDA AKTER

### Roaida Akter

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Cell: +88 01644972131, +8801713257939

### Objective:

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Intend to work in a challenging and competitive environment where the strong sense of responsibility and commitment are required.

### Capabilities:

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Ability to work in a team context, culturally diverse environment, Strong interpersonal skills, Staff Management, supervision and monitoring. Ability to identify and solve operational problem. Team Management, Self-Motivated.

### Work Experience:

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1. February 1, 2020 to till now I am working in “Global Brand Private Limited” as a ‘Executive (Product Management on ASUS Component)’ and carried out the following duties;
  - Prepare daily, weekly, monthly and yearly sale report and dashboard report by analyzing sales data, and establish appropriate targets to achieve committed goals.
  - Understand the importance of quality client services, proactively identify the customer needs, create strategies, and proficiently serve clients.
  - Receive large number of phone calls; respond to clients in social media. Product branding through website and social media and keep track of all orders, maintain sales and customer database.
  - Answering queries, complaints and requests from existing and potential customers through calls and social media.
  - Provide the information to customers about products and services with a good manner.
  - Maintain daily report of opening stocks, dispatch, product transfer and closing stocks.
  - Effectively manage self, others and teams to achieve goals.
  - Conduct promotional activities (t-shirt, marketing fund, photo contest, roadshow, Knowledge Sharing Program etc.) with making brochure, light box, signboard etc.
  - Understand the importance of different backgrounds, perspectives and experiences and respectful of individual differences.
  - Develop strategies and continually improve individual customer acquisition and retention.
  - Ability to refer unresolved customer issues to the designated person for further investigation.
  - Able to work in a fast-paced team environment as well as independently.
2. March 25, 2019 to September 30, 2019 I worked in “Agro Organica Pvt. Ltd (Khusboo) as a ‘Executive (HR & Administration)’ and carried out the following duties;
  - Maintain necessary documentation and reporting.
  - Record meeting minutes. Receive and records all incoming correspondence, external phone calls, Fax, emails and securing parcels.
  - Maintain and improve all procedures for administrative dealings, logistics, inventory, and finance as necessary.
  - Maintain all logistics & Transport issue. Travel management including booking of accommodation and air ticketing.
  - Conduct pre-event inspections of all rooms, floors and public areas.
  - Maintain the housekeeping budget and expenses for all events. Execute & maintain an efficient waste management policy.
  - Prepare Curriculum Vitae and preliminary shortlisting, dispatch the interview cards and arrange appointments.
  - Keep regular contact with service providers for monitoring of their contracts’ terms at administrative level.
  - Supervise support staffs and Motivate; Counsel the staffs to ensure maximum productivity and profitability.
  - Other duties as assigned by the manager and director, when necessary.
  - Assist with day-to-day operations of the HR and administrative functions and duties.
  - Maintain and Monitor office supplies, office stationaries and place orders when



necessary.

3. Jul 25, 2012 - Jul 25, 2013 I worked as a Staff of Data digitalization under the individual Consultant for ESEP (Economic and Social Empowerment of the Extreme Poor) Project under Haor Program of Concern Worldwide, Bangladesh to carryout tasks of “CMS-1 Data Entry”.

#### **Skills:**

- ❖ Expert on MS Office and Outlook.
- ❖ Knowledge on Internet Browsing.
- ❖ Manage a page on social Media & official website.
- ❖ Bangla (Mother Tongue)
- ❖ English (Fluent)

#### **Educational Qualifications:**

Institute	National College of Home Economics
Program	B.Sc (Major in Clothing and Textile)
Board	University of Dhaka
Year of passing	Ongoing

#### **References:**

Md. Shariful Islam <b>Designation:</b> Chief Operating Officer. Agro Organica (Khushboo) Cell Phone: +8801972083816 Email: aolsharif@gmail.com	Ahmed Nafis Al-Islam <b>Designation:</b> Regional Manager (Sales & Marketing). Bangladesh Honda Pvt. Ltd. Cell Phone:01700767812 Email: nafis.honda@gmail.com
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#### **Declaration:**

I do hereby declare that all the above information is true and correct to the best of my Knowledge.

#### **Roaida Akter**

