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ISRAT -E- FERDOUS

Address: 381/2 Shenpara, Porbota, Mirpur 13, Dhaka, 1216

Career objective:

To establish myself as a skilled professional, be an integral part of a dynamic organization where new initiatives are appreciated, competencies can be proven, knowledge is utilized and professionalism is enhanced.

EMPLOYMENT

August 2017 -
December 2019

Operations Consultant

Uber Bangladesh

Responsibilities -

- As a Greenlight Expert, my core responsibilities were onboarding new partner-drivers through induction sessions, running Office Hours sessions where the Uber team resolves questions partners may have with any aspect of driving on the Uber Platform.
- As a member of the Marketplace Fares Solutions team, my responsibilities were building out and expanding powerful Fares backend systems to help build features and drive key new product launches at Uber.
- I was also got to work with many different parts of the company in helping drive projects that impact millions of customers. I was responsible for development of web platform framework infrastructure and libraries to improve user experience.

October 2015 -
July 2017

HR and Customer Service Executive

The Mall Limited

Responsibilities:

- As a HR executive, I was assigned to assist the daily HR activities and as CSE, I was responsible for answering customer questions through a variety of means, such as online chats, email, or phone calls.

January 2014 -
December 2014

Teacher (Part - time)
Sir John Wilson School

EDUCATION

- | | |
|------|--|
| 2015 | BACHELOR OF BUSINESS ADMINISTRATION – North South University
Concentration : Marketing & HRM
CGPA- 3.03 |
| 2009 | HSC- Holy Cross College
Concentration : Science
GPA : 4.80 |
| 2007 | SSC- Banani Bidyaniketon
Concentration : Science
GPA : 5.00 |

AWARDS

1. Awarded as 'Best GL Expert' for profound performance as a Operation Consultant (UBER Bangladesh)
2. Awarded as 'Best Student' for profound performance in academic result (2003)
3. Won First Prize in 'Intra -College Poster Design Competition'
4. Junior Scholarship (2004)
5. Student Welfare Association Scholarship (2002)
6. Won 1st prizes at handwriting and essay writing competition. (2004, 2005, 2006)
7. Won 1st prizes in academic result (2002, 2003, 2004)
8. Won 1st prize in Dance Competition in college (2008)

EXTRA CURRICULAR ACTIVITIES

1. Have been an active member of **Science Club** and **Sports Club** in school and college.
2. Participated and Volunteered in **Science Fair** (2007) and **Annual Cultural Programs** (2005, 2008) (responsible for organizing and arranging programs)

SKILL AND ABILITIES

Personal: Leadership, Communication, Coordination, Team Work etc.

Presentation: Possess effective presentation (multimedia, slide & oral) skills.

Language: English, Bengali (Fluent in speaking, reading and writing)

Computer Skills : Microsoft Word, Microsoft Excel, Microsoft PowerPoint.

PERSONAL INFORMATION

Name : **Israt –E- Ferdous**
Father's Name: **Md. Helal Uddin**
Mother's Name : **Samsun Nahar**
Nationality : **Bangladeshi**
Date of Birth: **06/11/1992**
Gender : **Female**
Marital status : **Unmarried**
Religion : **Islam**
Blood group : **A+**

REFERENCES

Nasimul Haque
Reporting Manager
Uber Bangladesh
Uttara, Dhaka.
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Rafsan Elahi
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North South University
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