

Wakia Sultana Asha

House-1/9-A, Azimpur Govt. Quarter,
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Career Summary

Working for Uber Technologies Inc. as an Operation Consultant. Worked for Standard Bank Limited as an intern. Besides to make positive contribution to your dynamic and well reputed organization by my theoretical knowledge, positive attitude and quick learning capacity where I will be appreciated.

Job Experience

Organization: Uber Bangladesh Ltd.

Post: Operations Associate (Greenlight Expert I)

Job Period: May, 2018 to Present

Duties/Responsibilities:

- Improve partner's service experience, handling complaints or any major incident.
- Rider onboarding, monitoring and assessing.
- Assessing customer requirements and ensuring that these are met and setting customer service standards.
- Preparing daily report, reconciliation initiating, launch and execute in house micro campaigns.
- Handled various types of HR related works

Achievements:

- I got **Peer Recognition** from my Team Leader for my proactive work.
- Achieved "**Best Performer of the month award**" two times for my tremendous performance.

Internship Experience

Internship at Standard Bank Limited (22 May 2017-22 August 2017)
(Knowledge gained related to **Human Resource Division**)

Academic Qualification

Exam Title	Major/ Connection	Institute/ Board	GPA/ CGPA	Passing Year
Master of Business Administration(MBA)	Organizational Strategy & Leadership	University Of Dhaka	Running	Running
Bachelor of Business Administration(BBA)	Human Resource Management (HRM)	United International University	3.59	2017
HSC	Business	Dhaka City College	5.00	2012
SSC	Business	Viqarunnisa Noon School & College	5.00	2010

Computer Skills

Microsoft Office – MS Word, MS Excel and MS PowerPoint.

Extra-Curricular Activities and Achievements

- Joined the club of “Green Leaf” at United International University.
- Attended the Debate Competition in both school & college.
- Participated in the Annual Sports Competition in my school.
- Enjoyed academic scholarship six times based on trimester result from UIU.
- Awarded by Prothom Alo for obtaining GPA 5.00 out of 5.00 in SSC Exams.

Corporate Skills

- Able to communicate successfully through oral presentation using the power point.
- Systematic in work and self-motivated.
- Have a good leading, managerial ability & convincing power.
- Quick learner on service specifications.
- Have the experiences to work with teams.
- Have the virtue to keep good interpersonal relationship with colleagues.

Personal Information

Father's Name : Sk. Akhtar Uzzaman
Mother's Name : Kakoli Akhtar
Date of Birth : 16th July, 1994
Nationality : Bangladeshi
Religion : Islam

Reference

Md. Abul Mohaimen
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I hereby declare all above Information is authentic.



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