## FARZANA KABIR

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**Personal Summary**

I believe myself as energetic, ambitious and enthusiastic professional who has prior experience of enhanced communication, aim towards organizational objective, excellent presentation and professional skills. I have positive paradigm towards professionalism and ability to think out of the box. Having a proven ability to meet and exceed set targets or deadlines as well as the relevant administrative, and personnel work experience as required.

**Objective**

To share my experience in my surrounding era within and outside organization as required as well as my ability to organize my work to prior objective. I am a prompt learner on every matter when the job requires. I can work with minimum supervision.

**Employment Experience**

1. **Employer: Omron Healthcare Bangladesh Ltd.**

**Position: General Administration & showroom in charge**

Placement: Dhanmondi head office

Date: January 1, 2018 to December 31, 2019.

**Responsibilities**: All administrative works and to

* Perform administrative duties; maintain employee records daily attendance leave & others.
* Hotel reservation, ticket purchase and maintain all the relevant files,
* Coordinate & support events, HR recruitment and selection process.
* Maintain liaison with foreign and local consultants, protocol issue like visa & work permit processing passport.
* Maintain good relation with customer, providing excellent service and satisfactory information to the customers.
* Reviewing HR policy and implementation for employees in Visa Facilitation Centre;

1. **Employer: Royal Thai embassy**

**Position: Visa officer**

Placement: Royal Thai embassy, Baridhara Dhaka

Date: November 15, 2014 to May 31, 2016

**Responsibilities:** All sorts of consular services including;

* + Obtaining information relevant to provision of consular services by interviewing individuals;
  + Supporting reception and answer visa related queries over phone;
  + Training team members one processing visa;
  + Support Consular office with administrative and secretarial support;
  + Assist visitors during meeting with diplomats;
  + Maintaining and raising contract for officials;
  + Generating regular reports related to Visa processing;
  + Reviewing HR policy and implementation for employees in Visa Facilitation Centre;
  + Reviewing on-line applicants' visa or passport application history;
  + Verifying information as necessary provided by applicants.

1. **Recruiter: Grameen phone**

**Position: Customer Relation office**

Placement: Grameen Phone call center

* Date: April 1,2011 to September 30, 2013

**Responsibilities**:

* Customer service - administrative duties, supervise and monitor ,
* Providing excellent service and satisfactory information to customers assuring high standard.

**Additional professional history**

* Worked as an **sales executive** in International Trade Fair, Dhaka
* Worked as an **sales executive** in Food & Beverage Dept., Akij Group

**Computer Literacy**:

* MS Office, Internet Browsing, e-mailing, In-house software

**Communication Skills**

* Written and oral communication skills in Bengali & English. Good Analytical & Information Delivery Skills.

**Education and Training**

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| --- | --- | --- | --- | --- |
| Year | Certificate | Subject | Result | Instituted |
| 2020 | Master of Business Administration (MBA) | HRM | 3.41 | International University of Business Agriculture and Technology |
| 2011 | Licentiate in Medical Faculty, | LMFA | N/A | National Youth Training Academy |
| 2010 | Bachelor of Business Administration (B.B.A), | Finance | CGPA -3.16 | Asian University of Bangladesh |
| 2005 | Higher Secondary School Certificate (H.S.C) | Business Studies | CGPA-3.40 | Agroni Girls School and College |
| 2003 | Secondary School Certificate (S.S.C), | Business Studies | CGPA- 3.13 | Shaheed Smrity High School |

**References:**

1. **S. M. Monjurul Hasan**

Visa Officer-Consular section

The Royal Thai Embassy

18 & 20 Madani Avenue,

Baridhara, Dhaka

Mob- 01716112512

Email- hasthai13@gmail.com

1. **Md.Sayeed Hossain**

Finance Associate Bangladesh Insurance Sector Development Project IDRA, FID, Ministry of Finance. Jibon Bima Bhobon , 5th Floor , Dilkhusa Dhaka-1000 Mob-01711-957139 E-mail-sayeedcma@yahoo.com

Dilkhusa

**3. Moniruzzaman Chowdhury**

Senior Principal Officer

First Security Islamic Bank ltd.

Division- Public affairs & brand communication.

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**4. Mumtahina Hossain**

Training Assistant-Better Work for Bangladesh, ILO

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Here by certify that all the information provided here are true.



Farzana Kabir