Kazi Ayesha Akhter

Student at Centennial College
Oshawa, Ontario
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LinkedIn:

Objective

Seeking a challenging position as a Software Engineering Technician to leverage my skills and knowledge acquired during my diploma program and contribute effectively to a dynamic team.

Education

- **Diploma in Software Engineering Technician**
  Centennial College
  Expected Graduation: April, 2024

- **B. Sc. in Electronics and Telecommunication Engineering**
  North South University (NSU), Dhaka, Bangladesh.
  August 2010

Skills:

- Programming Languages: C#, Java, Python, JavaScript
- Software Development: Version control (Git), Agile and Scrum methodologies, Software design patterns
- Database Management: MongoDB, Oracle
- Web Development: HTML, CSS, JavaScript frameworks
- Linux
- Microsoft Excel
- Administrative Experience
- Customer Service
- Problem-Solving and Analytical Thinking
- Communication and Team Collaboration

Experience:

Office Administrator
Iqbal Foods – Ajax, ON
Feb 2022 – Jul 2022

- Coordinating office activities and operations to secure efficiency and compliance with company policies
- Supervising administrative staff and dividing responsibilities to ensure the performance
- Keep stock of store supplies and place orders when necessary
- Inventory management
- Pricing, invoicing, supplier management
- Data analysis

Call Center Agent
Grameen Phone Ltd. - Dhaka, Bangladesh
Nov 2010 – Feb 2013

- Collected customer feedback and made process changes to exceed customer satisfaction goal.
- Provided accurate and appropriate information in response to customer quires.
- Properly directed inbound calls in phone queue to improve call flow.
- Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.