

MOST.ROJA KARIM

Address: Laxmipur,Vatapara,Sapla Lane,
Rajpara,GPO-6000,Rajshahi
Mobile No: +8801779551671
Email: rojakorim42@gmail.com

PROFESSIONAL SUMMARY:

Detail-oriented support specialist with 2+ years of experience in BPO and client-facing roles. Proven ability to handle international customers, resolve issues efficiently, and support brand reputation. Familiar with CRM systems, email/chat support, and upselling strategies.

CAREER OBJECTIVE

Motivated and tech-savvy professional with a background in customer support, BPO services, and digital communication. Currently pursuing a BSc in CSE, I bring hands-on experience in handling international clients, resolving issues, and providing quality service. Passionate about client satisfaction, teamwork, and delivering fast, empathetic support in dynamic environments.

CORE COMPETENCIES

- **Customer Support & CRM Tools** (VIP handling, live chat, tickets)
- Communication & Problem Solving
- BPO Process Familiarity
- Frontend Tech & Troubleshooting
- Digital Marketing & SEO
- Graphic Design & Voiceover Skills

SOFT SKILLS

- **Empathy and Patience**
- Fast Learner & Adaptable
- Time Management
- Multitasking in High-Pressure Settings
- Team Collaboration

TECHNICAL SKILLS

- **Office Tools:** Microsoft Word, Excel, PowerPoint, Outlook
- **Design Tools:** Adobe Photoshop, Illustrator, Canva
- **Marketing Tools:** Facebook Ads, Instagram, Meta Business Suite
- **Web & Dev Tools:** Google Drive, React, GitHub, WordPress, CMS platforms
- **Support Systems:** CRM, ticketing tools
- **Social Platforms:** Instagram, Facebook, TikTok, Pinterest, Twitter

EDUCATION

Qualification	Major	Institute	Result	Year
BSc Honours (Ongoing)	Computer Science & Engineering	Rajshahi Science and Technology University	In Progress	-

HSC	Science	Varendra College, Rajshahi	CGPA: 4.58 / 5.00	2023
SSC	Science	Govt. PN Girl's High School	GPA: 5.00 / 5.00	2021

Certifications & Training

- **Web Development** – Programming Hero
- **Graphic Design** – UCEF Program
- **Digital Marketing** – DigiLearner
- **Voice-Over Masterclass** – Udemy
- **Cybersecurity Training** – Arena Web Security
- **SEO Crash Course** – Coursera

Professional Experience

Independent Travel Agent

ASAP Tickets – Remote | 2025 – Present

- Assist international clients with flight bookings, itinerary planning, and customer inquiries.
- Resolve complex travel-related issues while maintaining a high standard of customer service.
- Handle sales, upselling, and follow-ups to meet performance targets in a fast-paced environment.
- Utilize CRM and booking tools to manage client profiles and ensure booking accuracy.

VIP Support Specialist

Bloggerly.io (Russian MNC) – Remote | 2024

- Delivered high-priority support to VIP clients, ensuring timely issue resolution.
- Collaborated across teams to escalate technical issues and improve client satisfaction.
- Provided strategic feedback on user experience enhancements.

Freelance Graphic Designer & Presenter

Remote Projects | 2023 – 2024

- Created promotional content for student programs and small business campaigns.
- Developed impactful PowerPoint decks and visuals for online events and webinars.

Digital Marketer & IELTS Mock Tester

[Local IELTS Platform] | 2022 – 2023

- Managed paid ads on social platforms and created educational visuals.
- Conducted IELTS speaking mock tests and provided student performance insights.

SEO Specialist

Ovi Health & Medicine (eCommerce Platform) | 2021 – 2022

- Boosted product visibility using keyword optimization and backlinking strategies.
- Increased organic traffic and improved CTR on product pages.

Voice Actor (Freelance)

Local Agencies & Online Projects | Ongoing

- Recorded 15+ ads, explainers, and short educational videos in Bangla and English.
- Applied voice modulation and clear delivery to match tone and target audience.

Frontend Web Developer (Freelance)
Self-Employed | Ongoing

- Built and maintained responsive websites and UI elements using React and Tailwind.
- Optimized page speed and mobile usability for clients.

Social Research Assistant
Local NGO Project | 2020 – 2021

- Participated in rural field data collection, reporting, and educational survey research.
- Helped document findings for policy recommendations and donor reporting.

LANGUAGE PROFICIENCY

Language	Reading	Writing	Speaking
English	Fluent	Fluent	Fluent
Bangla	Fluent	Fluent	Fluent
Hindi	Fluent	Fluent	Fluent
Chinese	Intermediate	Intermediate	Fluent
Urdu	Fluent	Fluent	Fluent
Spanish	Fluent	Fluent	Fluent

PERSONAL DETAILS

- Date of Birth** : 12 Aug 2005
- Nationality** : Bangladeshi
- Marital Status** : Single
- Blood Group** : A+

DECLARATION

I hereby certify that the information provided in this CV is true and accurate to the best of my knowledge. I'm committed to continuous learning and contributing creatively and professionally to any team I join.

Most.Roja Karim