

M U N A M O H S I N A

Email: munamohsina25@gmail.com

Contact Number: +61480479033

Address: Darwin City, NT 0800

PROFESSIONAL SUMMARY

Engaging and patient customer support & consultation professional with 7+ years of experience, is so excited to explore the emerging world of Information Technology through current academic & practical knowledge. Eager to join to grow customer loyalty and maintain the highest level of customer service by providing IT support. In previous roles-maintained customer retention rate 55% above company average and received 99% positive customer survey results. Expert using CRM, Information Systems Management & Database Management tools to prioritize workload and set goals. Skilled in establishing trust and influence in clients. First-rate communication, multitasking, leadership, and problem solving skills. Proficient in thinking and reacting quickly to accomplish tasks and comfortable working in a fast-paced and ever-changing environment.

SKILLS

IT Support	Leadership & Supervision	Understanding Customer Needs
Customer Support	Quick Learner	Result Oriented
Administrative and Office Support	Self-Motivated Professional	Database Management
Good communication skill	Team-Oriented and Cooperative	Computer Proficiency
Public Speaking	CRM Software Knowledge	Time Management
Multi-tasking & Prioritization	Efficient and Detail-Oriented	Adaptability

PROFESSIONAL QUALIFICATIONS

- ❖ **Future International Student Advisor** **From July 2023 to till now**
Charles Darwin University
 - Solving student queries up to 99% & achieving student satisfaction.
 - Doing international admission & marketing related communications.
 - Operating several software systems to work faster ensuring 100% accuracy.
 - Attending meetings & training as a team or individually for professional development.
- ❖ **IT Intern** **From March 2024 to May 2024**
Nature Electric
 - Worked with data analysis & data management.
 - Worked with machine learning language.
 - Completed competitive analysis project.
 - Attending meetings & trainings as a team or individually for personal development.
- ❖ **Customer Service Advisor (Casual)** **From March 2023 to March 2024**
Sportsbet Australia Pty. Ltd
 - Handling more than 300 calls per day (**Remote Support- Inbound calls in Call Centre**).
 - Achieving 99% customer satisfaction every month.
 - Providing customer support through solving their queries up to 95%.
 - Achieve KPI every month through maintaining time consistency.
- ❖ **Senior Buddy-IT Program** **Semester-1, 2024**
Buddy program (Organized by- CDU Global, Charles Darwin University)
- ❖ **Volunteer** **27th of October, 2023**
CDU IT Code Fair, Darwin (Organized by- Charles Darwin University)
- ❖ **IT Support Officer- CDU Learnline** **From June 2023 to July 2023**
AWESOME work placement by Charles Darwin University Careers Centre
 - Ensured 100% accuracy in all kinds of resolution of the queries.
 - Solved more than 50 email enquiries along with the phone queries.
 - Performed assigned site checks daily.
 - Attended & participated accordingly in the team meetings.
 - Complete 100% tasks within the due date & time with the collaboration of the various department of CDU.
- ❖ **Mentee** **Semester-2, 2023**
IT Mentorship program (Organized by- Careers Centre, Charles Darwin University)

- ❖ **Voluntary Internship** **25th of May, 2023**
Big Day In Darwin (Organized by- Australian Computer Society Foundation Ltd.)

- ❖ **Team Member (Part-time)** **December 2022 to May 2023**
Lovisa Pty. Ltd- Casuarina
 - Provided customer support to 50 customers per hour.
 - Responsible for teamwork in a team of more than 15 people.
 - Organized more than 300 products per day in store.
 - Achieved 99% customer satisfaction by styling them.

- ❖ **Team Member (Casual)** **From November 2022 to March 2023**
Coles-Liquorland
 - Maintain 100% accuracy in cash register during opening & closing.
 - Provide customer support & sales assistance to more than 400 customers in a day.
 - Solve 99% of customer queries.
 - Perform stock management every 2days in a week.

- ❖ **Counsellor- Student Placement (Counselling & Sales)** **December 2019 - August 2022 (2.7 Years)**
IDP Education Bangladesh Pvt. Ltd.
 - Attended more than 50 Virtual Consultation & inbound-outbound calls per day.
 - Communicated & handled approximately 700 clients over the year.
 - Accomplished 100% smooth customer service overseeing all aspects of the Visa and Immigration Service.
 - Attended trainings to keep myself updated with any changes to legislation regarding Immigration rules.
 - Used to operate several software systems such as C4C, Concur, SuccessFactors, MS Office 365,etc.

- ❖ **Counsellor- Study Abroad (Sales & Customer Support)** **February 2016 – November 2019 (3.9 Years)**
Rico International
 - Appointed for the administrative work & office management to ensure 100% customer support.
 - Worked in the field of direct marketing, tele-marketing & digital marketing with 100% accuracy.
 - Co-ordinate with other departments, attended meetings & trainings in a timely manner.
 - Prepared everyday 10 draft of the official letter/ Office order/ Notice/Memo.
 - Managed & updated customers databases through CRM software with 100% accuracy.

QUALIFICATIONS

❖ **Master of Information Technology (Information Systems & Data Science)**

Charles Darwin University, Darwin, NT, Australia.
Expected Finish November 2024

• **Foundations of Cyber Security (Microcredential)**

Charles Darwin University, Darwin, NT, Australia.
April, 2024

• **Foundations of Programming (Microcredential)**

Charles Darwin University, Darwin, NT, Australia.
April, 2024

• **Foundations of Networking (Microcredential)**

Charles Darwin University, Darwin, NT, Australia.
April, 2024

❖ **Master of Business Administration (Marketing)**

University of Dhaka, Dhaka, Bangladesh.
May, 2019

❖ **REFERENCES**

1. Marissa Briston

Associate Director, International Operations and Partnerships
CDU Global
Charles Darwin University
T: +61 429 369 958
E: marissa.briston@cdu.edu.au

2. Amy Brett

International Marketing and Acquisition Team Leader
CDU Global
Charles Darwin University
T: +61 450 044 001
E: amy.brett@cdu.edu.au