



ABOUT ME

As a graduate from Daffodil International University, I am looking for a job within a company that will enable me to creatively showcase my talent all the while challenging me to adapt new skills and processes needed to advance within my chosen career path.

Technical Skills

MS Office: Word, Excel, PowerPoint

Internet Browsing

CRM Tools

LINGUISTIC PROFICIENCY

Good linguistic capability over both Bangla and English in Speaking, Reading and Writing.

TOEFL Score: 84

PERSONAL SKILLS

- Excellent written and verbal communication skills with fast typing speed.
- Highly organized and efficient
- Ability to work independently or as part of team
- Proven leadership skills and ability to motivate
- Eager to learn new things.

Samia Sultana

Mohammadia Housing, Lake City, Khilkhet

Phone: +8801716776165

email: samia361@gmail.com

Experiences

Customer Experience Associate

- **Organization:** **ShopUp and RedX**. Email, Web-chat and Social Media section
- **Duration:** February 2020-August 2020
- **Address:** Civil House, B#111, Road#8, Mohakhali DOHS, Dhaka-1206.

Customer Service Officer

- **Organization:** **GrameenPhone Digital**, Email section at Genex Infosys Company Ltd.
- **Duration:** October 2019-February 2020
- **Address:** Nitol Niloy Tower, Nikunja 2, Dhaka 1229.

Education

GRADUATION (2017)

- Daffodil International University
- Name of the Degree: BSc in Engineering
- Department: Electronics and Telecommunication Engineering

HIGHER SECONDARY (2011)

- Barishal Govt. Women's College
- Group: Science
- GPA: 5.00 out of 5.00

SECONDARY (2009)

- Govt. Girls' High School, Barishal
- Group: Science
- GPA: 5.00 out of 5.00

Reference

- ❖ **Mehdi Zulfiqar** (+88019912818717), Head of Customer Experience Department, Shopfront Ltd.
- ❖ **Samsul Arafin** (+880711085960), Quality Analyst of Customer Experience Department, Shopfront Ltd.