

# SETARA KHONDOKER

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## PROFILE

Motivated and multilingual, customer-focused professional with experience supporting clients, managing administrative tasks, and resolving concerns with clarity and empathy. Adaptable, organized, and committed to delivering a positive service experience in fast-paced environments.

## SKILLS

- Customer service & client support
- Multilingual & culturally aware
- Problem-solving & conflict resolution
- Play-based learning
- Gross motor skills
- Arts and crafts
- Clear verbal and written communication
- Team collaboration
- Organizational & time-management
- Relationship building
- Fine motor skills
- Behavioral modeling

## WORK EXPERIENCE

### Early Childhood Educator, 04/2022 to 06/2025

Sunnydale School – Dhaka, Bangladesh

- Supported 27+ young learners daily in developing communication and social skills through structured activities.
- Provided regular updates to parents, strengthening trust and satisfaction.
- Collaborated with colleagues to maintain an inclusive and supportive environment.

### Customer Service Representative (Intern), 01/2021 to 12/2021

IFIC Bank PLC – Dhaka, Bangladesh

- Assisted 40–50 clients daily with account inquiries and transactions while ensuring accuracy.
- Delivered calm and solution-focused support to resolve client concerns.
- Contributed to positive customer feedback by maintaining professional service standards.

## EDUCATION

**MBA:** Marketing, 01/2023

**State University of Bangladesh - Dhaka, Bangladesh**

GPA: 3.94

- Graduated summa cum laude

**BBA:** Accounting, 01/2022

**North South University - Bangladesh**

GPA: 3.74

- Graduated magna cum laude

## LANGUAGES

English



Full Professional

Hindi



Full Professional

Bengali



Native or Bilingual

## CERTIFICATIONS

- IELTS General Training - Band 8 (2023)
- TCF Canada - CLB 9 (2024)

## AVAILABILITY

Full time, part time, and weekends