|  |  |
| --- | --- |
|  | Soronika, Northkafrul,Kocukhet, Cantonment,Dhaka  01879-249106, Res: 01707-929531  limaakter29112@gmail.com  limaakter.sumi.7  |

**Lima akter**

|  |  |
| --- | --- |
|  | **Objective** |

To leverage my experience in customer service and administration, along with my MBA education in marketing and strategic management, to drive growth and success in a challenging and dynamic business environment.

|  |  |
| --- | --- |
|  | Experience |

## Customer Relationship Officer | Kings Confectionary (Bangladesh) PTE LTD.

## Banani, Dhaka

### Dates From 2019 – 2020

Started my career in food and beverage sector on the year of first 2019 as a Customer Relationship officer in Kings Confectionary corporate office. I have been promoted there several time for being top performance employee.

#### Job Responsibilities in Customer Care Department of Kings Confectionary

* Receive calls and orders from the customers.
* Updating product pricing and code.
* Verifying outlet’s product quality and expiration date.
* Informing customers about new products and catalogs.
* Managing and maintaining front desk.
* Reporting about issues and updates.

## Admin | Protiva Education Care

## Old Kocukhet, Dhaka

### Dates From 2020 – to 2021

### Worked as admin from 1st January – running month at Protiva Education Care.

*Job Responsibilities in Protiva Education Care*

* Maintaining and scheduling classes and teachers.
* Receiving tuition fees, admission fees from students and proving teacher’s salaries.
* Communicating with guardians and solving their problems

Taking surveys from students and guardians.

|  |  |
| --- | --- |
|  | Education |

## Masters of Business Administration (MBA) | National University, Bangladesh

| **Mohammadpur Kendriya College, Dhaka**

### Dates From 2020 – 2021

* Marketing Management
* Strategic Marketing
* Services Marketing
* Global Marketing
* Business Marketing
* Advance Marketing Research
* Term Paper

## Bangladesh Economics

## Bachelor of Business Administration (BBA) | National University, Bangladesh

| **Kazi Azhazar Ali College**

### Dates From 2015 – 2020

|  |  |
| --- | --- |
| Result CGPA | : 2.95 |

* Principal of Marketing
* Principal of Management
* Entrepreneurship
* Sales management
* Business statistics
* Micro Economics
* Brand management
* Bangladesh Economics

## (HSC)

## Jashore Board, Bangladesh

| **Kazi Azhazar Ali College**

### Dates From 2014 – 2015

|  |  |
| --- | --- |
| Topic | Data |
| Subject: | Business |
| Result: | 3.92 (Out of 5) |

## (SSC) Jashore Board, Bangladesh

| **Hazi Abdul Hamid Secondary High School**

### Dates From 2013 – 2014

|  |  |
| --- | --- |
| Topic | Data |
| Subject: | Business |
| Result: | 4.06 (Out of 5) |

|  |  |
| --- | --- |
|  | TrainingS |

## Professional Backoffice Service (PBS) |SEIP|BACCO

## |FIFOTech Limited

Course Duration: 3 months

* Creating office database & Spreadsheet business data management
* Digital Marketing
* Computer Training
* Office management skill
* WSDA English Training from New Zealand

|  |  |
| --- | --- |
|  | Personal information |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Age | : 24 | Mother’s Name: | : Tafurannesa |
|  | Date of Birth | : 5th Mar 1997 | Blood Group | : A (+) |
|  | Marital Status | : Married | Religion | : Islam |
|  | Fathers Name: | : Sheikh Abdul Mannan | Emergency Contact | :01957244070 |

|  |  |
| --- | --- |
|  | Skills |

|  |  |
| --- | --- |
| * Bangla (Fluent in speaking and writing as Mother Tongue). * Office Management * MS Word, MS Excel, MS PowerPoint | * Salary Sheet * Data Analysis * Presentation |

|  |  |
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|  | extra curricular activities |

* Completed Sport Administrators Course in Bagerhat under the auspices of Olymic Solidarity and the National Olympic Committee of Bangladesh
* Olympic Association of Bangladesh training at Bagerhat Stadium
* Weight lifting Training by Bangladesh Army.
* Got two awards on 11th national women weightlifting championship from Bangladesh Weightlifting Federation and from Bangladesh Army. My total lifted weight is 78kg and 80 kg.