

FORHATHUN NESA

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EXPERIENCE

RelinkBD, Bangladesh— Customer Service Executive

2022-2024

- Managed daily calls with a 95% resolution rate and 98% customer satisfaction, providing correct product and service information to over 500 customers, resulting in a 20% increase in retention.
- Handled all client contacts with care and professionalism, helping to achieve an 85% positive feedback rate and a strong brand image.
- Coordinated with internal teams to answer 20+ complicated queries every month, resulting in quick solutions and a 90% on-time resolution rate.

British Educare — Student Counselor

2021–2022.

- Students were advised on further education options overseas and supported with application processes.
- Developed and maintained connections with students and parents via open communication.
- Analyzed student demographics to improve future recruitment efforts.

Professional Summary

Experienced professional with customer service and student counseling background, skilled in providing guidance, maintaining professional etiquette, and leveraging technical and interpersonal skills. Pursuing B.Sc. in Computer Science and Engineering with strong programming and web development capabilities.

Extracurricular Activities

Scholarshome School and College — Event Organizer

- Organized major school events, including annual cultural shows and debate competitions.

Metropolitan University — Publication Secretary, CSE Society

- Created and distributed newsletters, press releases, and event announcements to keep members informed and involved.
- Collaborate with team members to write compelling articles, social media postings, and event recaps that reflect the CSE Society's vision and goals.

SKILLS

- **Programming:** Advanced knowledge of Python, C, HTML, and Java
- **Software Proficiency:** MS Word, MS Excel
- **Languages:** Fluent in English
- **Technical Skills:** Web Development, Data Entry, Data Annotation
- **Additional:** Strong writing skills

EDUCATION

Metropolitan University, Sylhet

B.Sc. in Computer Science and Engineering
Expected Graduation: September 2026

Scholarshome School and College
Higher Secondary School Certificate (HSC),
2020

GPA: 5.0

Secondary School Certificate (SSC), 2018
GPA: 5.0

Course Work

- Python and Data Science
- Data Annotation
- Data Structure and Algorithm
- HTML, CSS and JavaScript for Web Development