



SAIMA AKHTER

Customer Service Officer



House: 09, Road: 05, Block: B, Kaderabad Housing Ltd.,
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Career Summary

More than two years of Customer Service Officer experience, with strong communication & interpersonal skills and a broad range of computer expertise.

Experience

Nov. 01, 2016-Feb. 28, 2019

CUSTOMER SERVICE OFFICER–Sky Tracker Limited

Job Responsibilities:

- Greeted customers warmly and in a professional manner.
- Managed incoming calls and customer service inquiries.
- Redirected phone calls to the appropriate departments.
- Handled customer complaints and provided proper solutions.
- Kept files and records of customer interactions and transactions.

April 20, 2015-July 20, 2015

INTERN–Southeast Bank Limited

Job Responsibilities:

- Maintained books of accounts.
- Prepared vouchers, requisition slips & bills.
- Checked and updated client information.
- Assisted employees to prepare bank reconciliation statement.
- Ensured transactions are properly recorded and entered into software.

Education

2011-2015

BACHELOR OF BUSINESS ADMINISTRATION–University of Asia Pacific

Major Subject: Finance

CGPA : **3.74** (out of 4), *Got scholarship in every semester.*

Passing Year-2010

HIGHER SECONDARY CERTIFICATE (HSC)–Dhaka City College

Group: Commerce

GPA: **4.44** (out of 5)

Passing Year-2008

SECONDARY SCHOOL CERTIFICATE (SSC)–Agrani School & College

Group: Commerce

GPA: **4.94** (out of 5)

Training

June 22, 2008-Sept. 22, 2008

BASIC COMPUTER TRAINING COURSE–Bangla Academy (Result: A+)

Topics-

- Theoretical knowledge & Windows
- MS Word, MS Excel & MS PowerPoint
- Internet & Email

Extra Curricular Activities

October 2014-April 2015

Managed Career Development Club (CDC) of University of Asia Pacific as **Treasurer**.

March 10, 2014

Planned and organized inter-university Debate Competition.

June 26, 2013

Attended workshop on 'Career Development for Future World' conducted by Tim Steel (former General Manager, Sony, UK).

2013

Participated in inter-department Business Plan Competition and Case Analysis Competition.

Language

- Bengali-Mother Tongue. Fluent in speaking and writing.
- English-Fluent in speaking and writing.
- Hindi-Fluent in speaking.

Skills

- Excellent communication, interpersonal and problem solving skills.
- Strong knowledge of MS Office applications and typing speed 30+ wpm.

Personal Information

Date of Birth-November 27, 1993

Nationality-Bangladeshi

National Id No.-1920935606

Religion-Islam

Marital Status-Married

References

Sarfaraj Alam Chowdhury

Head Of Operations

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Relation: Professional

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Relation: Professional