



Nowshin Farzana

Date of birth: 14/02/1994

Place of birth: Dhaka,
Bangladesh

Nationality: Bangladeshi

Gender: Female

Contact

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europass

ABOUT MYSELF

Enthusiastic and results-driven Customer Service Specialist with experience in the visa processing sector, specifically within a sales environment. Proven track record of enhancing customer satisfaction and driving sales through effective communication, problem-solving, and relationship-building skills.

WORK EXPERIENCE

Dhaka, Bangladesh, Bangladesh

Student Recruitment Executive (Education Hub)

2023 - 2025

1. Find, contact, explain, and enroll new students in Education Hub every day.
2. Reach objectives by intake and designated destination.
3. In charge of providing advice on studying overseas, including costs, admission and visa requirements, etc.
4. Ensure complete application process compliance to establish robust client support.
5. Counsel potential students in person as well as over the phone, social media, and other channels.
6. Report on all operational actions on a daily, weekly, monthly, and annual basis.
7. Help the top management teams with unique projects and management reports.
8. Make sure all legal and regulatory paperwork is filed, and keep an eye on whether laws and regulations are being followed.

Team Leader (Uber Bangladesh)

30/11/2019 - 30/11/2020

1. Take responsibility for driving and optimizing the product's performance and success as the custodian of product growth.
2. Implement the plans and techniques specified in the product operational plan.
3. Create and deliver thorough reports to the management team on the performance of the product each month.
4. Examine product performance data and suggest actions to improve market competitiveness and product development.
5. Work closely with the stakeholders to guarantee the successful launch of new goods and the on-time, in-full (OTIF) deployment of planned projects.
6. Act as the main liaison for partnership mandates, cultivating enduring bonds with important partners and guaranteeing congruence with corporate goals.
7. Find and recruit possible partners by evaluating their mutual benefit and strategic alignment.
8. To gauge the success of a collaboration, set up key performance indicators (KPIs) and submit reports on a regular basis.
9. End-to-end recruitment and onboarding coordination and employee documentation, records, and compliance management.
10. Day-to-day administrative and operational support and system setup, data entry, and process tracking.
11. Daily, weekly, monthly, and annual operational reporting

12. Accurate record-keeping and audit-ready documentation.

13. KPI tracking and performance reporting

Contract and agreement support

Senior Counselor (Rico International)

2017 - 2019

1. Supplying details to students and their guardians about universities in Australia, Canada, USA , Germany.
2. Completing application forms for entry into various overseas universities/managing additional formalities associated with admissions through the university's international office/admission office.
3. Evaluating university applications and accompanying documents, Regularly tracking current and prospective students and engaging with them through phone calls or emails.
4. Handle various types of phone calls from the hotline. Carrying out duties assigned by the management and the office administration.
5. Lead Call inquiries from individuals who registered or attended our events. Evaluate inquiries/applications regarding academic qualifications.
6. Oversee student application portfolio by maintaining consistent follow-up. Examine student choices at the initial phase according to their financial capability.
7. Make sure to adhere to the customer service script given by the company for consistency. Processing files. Ongoing reporting

Customer Service manager(Grameen Phone)

2015 - 2016

1. Manage number of incoming calls& outgoing calls.
2. Follow up schedule and company policy.
3. Maintain calls with CRM system software.
4. Handle customer complaints,request, queries,&provide correct solutions.
5. Maintain targeted KPI on a regular basis.
6. Provide excellent customer service; answer questions and inquiries
7. Manage call center database; enter new information as necessary.

EDUCATION & TRAINING

2022

● **Master of Business Administration (MBA)** Northsouth University (cgpa-2.87)

2017

● **Bachelor Of Business Administration** Eastern University (cgpa-2.91

2011 Dhaka, Bangladesh

● **Higher Secondary School Certificate** Mohanagar Mohila College(Gpa- 4.50)

2009 dhaka, Bangladesh

● **Secondary School Certificate** Kamrunnessa Govt Girls High School (Gpa- 4.94)

LANGUAGE SKILLS

MOTHER TONGUE(S): Bengali

OTHER LANGUAGE(S):

English

Listening B2
Reading B2
Writing B2

Spoken production B2
Spoken interaction B2

SKILLS

documentation types | manage time | teamwork principles | demonstrate professional attitude to clients | cooperate with colleagues | use different communication channels

DIGITAL SKILLS TEST RESULTS

	Information and data literacy	ADVANCED	Level 5/6
	Communication and collaboration	INTERMEDIATE	Level 4/6
	Digital content creation	INTERMEDIATE	Level 3/6
	Safety	INTERMEDIATE	Level 4/6
	Problem solving	ADVANCED	Level 5/6

Results from a [Self-assessment](#) Based on [The Digital Competence Framework 2.1.](#)

RECOMMENDATIONS

● **Foysal Ahmed** Lead Operator

1. Ensure all operations are carried on in an appropriate, cost- effective way
2. Improve operational management systems, processes and best practices
3. Purchase materials, plan inventory and oversee warehouse efficiency
4. Help the organization’s processes remain legally compliant
5. Formulate strategic and operational objectives
6. Examine financial data and use them to improve profitability
7. Manage budgets and forecasts
8. Perform quality controls and monitor production KPIs
9. Recruit, train and supervise staff
10. Find ways to increase quality of customer service

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● **Mr Imrul Qayes** Manager

- Build a culture that encourages top performance and high morale.
- Meet goals and targets by intake and assigned destination.
- Identify and address problems and opportunities for the company.
- Responsible for the management of student pipeline development and executing against targets across each of Education Hub’s recruitment officers/Counsellor.
- Assist with regional budget planning and management including target setting, marketing etc.
- Maintain high levels of competitor awareness, product knowledge, and market intelligence.
- Provide regular updates to the management and provide market forecasts.
- Developing and ensuring execution of campaigns that enables successful programs within the Education Hub portfolio, and adjusting as needed to drive target achievement.
- Address customer and employee satisfaction issues promptly.
- Reporting weekly, monthly, and yearly all operational activities.
- Any other task assigned by management.

● Md Rafiqul Islam CEO

I. Education promotion and information: Advisory sessions, managing and organizing seminars and visit by foreign institutions.

II. Information materials supply: Which give details on topics such as tuition fees, entry requirements as well as specific subject areas.

Access to the Internet for collecting information about foreign institutions allows students to have the proper knowledge of foreign education providers.

III. Press Liaison Service: Managing local Contacts with the press and media as well as establishing journalism links.V. Pre Departure Briefing: Briefing on living, study Expectations and other relevant matters to the new students prior to their departure from home.

VI. English language teaching services i.e. IELTS.

VII. Basic computer training service.

VIII. Counseling on specifically chosen by the applicants' education provider and information on syllabuses and study guides.

IX. Required support service for student VISA processing

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HONOURS AND AWARDS

● British Council

Certified Uk Agent and Counselor Training

● Education Hub

Career Coach Of the Year(2024)

VOLUNTEERING

● Volunteering

1. Member of eastern university Earth Care club.
2. Member of Business and Entrepreneurship club at Eastern university
3. Former Assistant manager of language club at Eastern University.
4. Member of shobujpata.com
5. Member of career service&international service at eastern university
6. Member of HR and MBA Club at Northsouth University