

Sumaia Akter Happy

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□ 01753-529245
□ Vill: Ziapur, P.O: Ziapur,
P.S: Burichong, Dist: Cumilla



CAREER OBJECTIVE

A dedicated and passionate educator seeking a teaching position to inspire and guide students towards academic excellence. With a strong academic background in Social Science and practical skills in communication, computer literacy, and English proficiency, I am committed to creating a nurturing and engaging learning environment. I aim to contribute positively to students' intellectual, social, and personal development.

EDUCATIONAL QUALIFICATIONS

Master of Social Science (M.S.S.) — Political Science

Institution	Victoria College, Cumilla
Subject / Group	Political Science
CGPA	2.91 out of 4.00
University	National University, Bangladesh
Session / Year	2021–22 (Examination: 2022)

Bachelor of Social Science (B.S.S.) — Social Science

Institution	Victoria College, Cumilla
Subject / Group	Social Science (B.S.S.)
CGPA	3.18 out of 4.00
University	National University, Bangladesh
Year	2018

Higher Secondary Certificate (H.S.C.) — Science

Institution	Debidwar Al Haz Jobeda Khatun Womens College
Group	Science
GPA	3.60 out of 5.00
Board	Comilla
Passing Year	2006

Secondary School Certificate (S.S.C.) — Science

Institution	Sylhet Police Line High School
Group	Science
GPA	4.25 out of 5.00
Board	Sylhet
Passing Year	2004

TRAINING & CERTIFICATIONS

British Council — Foundation English Test (FET)

Overall CEFR Grade: B1 | Score: 67/80 | Date: February 12, 2024
Enrolment ID: FET-0115367 | Organisation: Sheikh Kamal IT Training and Incubation
Skills tested: Listening (A2), Reading (B1), Speaking (B1), Writing (B1)

Bangladesh Technical Education Board — Computer Office Application

National Skill Standard Basic Course | Grade: A | Session: Jan – Jun 2019

Institution: Moinamoti Technical Training Institute, Cumilla | Duration: 6 Months (360 Hours)

DoICT She Power Project — Women Call Centre Agent Training

Department of ICT, Government of Bangladesh | Date: 30 October 2019

Subjects: Call Center & Call Center Technology, Basic IT Skills, Soft Skills, MS Office, Photoshop, Basic English, Entrepreneurship

DoICT She Power Project — Certificate of Participation (Call Centre Agent)

3-Month Call Centre Agent Training | Jan 14, 2019 – Apr 18, 2019

Topics: Basic ICT, Soft Skills, MS Word, MS Excel, MS PowerPoint, Email Management, Presentation Skills, In-bound & Out-bound Call Handling, Customer Service

SKILLS & COMPETENCIES

Teaching & Communication - Strong verbal & written communication - Effective classroom management - Ability to explain complex topics simply - Patience and mentoring capability	Computer & Digital Literacy - MS Word, Excel, PowerPoint - Internet & E-mail Management - Basic Photoshop - Call Centre & ICT Tools
Language Proficiency - Bangla — Native (Oral & Written) - English — B1 Level (British Council Certified) - Reading, Writing, Speaking & Listening	Personal Strengths - Punctual, reliable and hardworking - Strong time & task management - Capable of multitasking - Works well independently and in teams

PERSONAL INFORMATION

Father's Name : Mohammad Abdul Wahed	Religion : Islam
Mother's Name : Shiria Parvin	Blood Group : A+
Date of Birth : 01 January 1989	Nationality : Bangladeshi (by Birth)
Sex : Female	Height : 5 Feet 2 Inches
Marital Status : Married	Permanent Address : Vill: Ziapur, Burichong, Cumilla

REFERENCES

Mohammad Omar Sharif Deputy General Manager Summit Power Plant, Gazipur, Dhaka. Mobile: 01714-507592 Email: omar.sharif@summit-center.com	Mohammad Ali Hasan Newaz Assistant Register Comilla University, Kotbari, Comilla, Mobile:01819524464 Email: ali.hasannewaz@gmail.com
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Declaration: I hereby declare that all the information given above is true and correct to the best of my knowledge and belief.

Date:

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(Sumaia Akter Happy)