

Chandni Akter

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Address: #902 Halder para, Brahmanbaria sadar, Brahmanbaria-3400



CAREER SUMMARY

Motivated and adaptable Administrative Professional with experience in financial services, NGO operations, and customer support. Skilled in data management, client relations, Microsoft Excel management, email communication, data documentation, reporting, and office administration. Proven ability to manage multiple tasks efficiently with strong communication and problem-solving skills.

KEY SKILLS

- Data Entry & Word, Excel / Spreadsheet Management
- Email Communication
- SEO Basics (On-page, Off-page, Technical)
- Administrative Support
- Web Research
- Email Marketing
- Customer Service
- Canva Design / ChatGPT
- Google Ads / Social Media
- Google Analytics & GSC

PROFESSIONAL EXPERIENCE

Subvalley Securities Ltd. Dhaka

July 2023 - April 2025

Executive

- Managed BO account opening, modification, and closure
- Processed pay-in/pay-out transactions accurately
- Maintained client accounts including freeze/suspension
- Prepared daily and monthly reports
- Supported internet trading operations
- Delivered customer service and issue resolution

BRAC (UPG Programme), Habiganj

Feb 2020 - Aug 2021

Programme Organiser

- Conducted surveys and beneficiary selection
- Organized training and record keeping
- Monitored livelihood development programs
- Prepared field reports and coordinated team activities
- Distribution interest free loan and collection

MyCash (Mercantile Bank Ltd.) Dhaka

May 2019 - Jan 2020

Customer Service Officer

- Handled agent, merchant, and distributor accounts
- Maintained spreadsheets and reports
- Communicated with clients via email and phone
- Ensured smooth daily operations

EDUCATION & CERTIFICATIONS

Master of Business Administration-MBA

Major: Management | CGPA: 3.00 / 4.00 | 2016
Brahmanbaria Govt. College (National University)

Bachelor of Business Administration-BBA

Major: Management | CGPA: 3.00 / 4.00 | 2015
Brahmanbaria Govt. College (National University)

HSC – Business Studies

Cumilla Board | GPA: 4.20 / 5.00 | 2010

SSC – Business Studies

Cumilla Board | GPA: 4.19 / 5.00 | 2008

LANGUAGES

- Bengali (Native)
- English (IELTS 6.0)
- Hindi & Urdu

CERTIFICATION

Digital Marketing Level-4
National Skill Development Authority-NSDA