



FARIHA RAHMAN

Academic Counselor

About Me

Results-driven and adaptable professional with hands-on experience in customer communication, call handling and client support. Proven ability to manage high-volume interactions, resolve concerns efficiently and achieve performance targets. Recognized for strong communication skills and customer satisfaction, with experience in both education and healthcare service environments.

Skills & strength

- Customer service & call handling
- Professional communication
- Problem solving & complaint handling
- Maintain record accuracy
- Time management & multitasking
- Quick learner and adaptable
- Good listening skills and empathy
- Responsible and disciplined

Education

Master of Social Science (MSS) in Social Work

Eden Mohila College, Dhaka, Bangladesh

Session: 2022 – 2024

Completed postgraduate studies with a focus on human behaviour, community development and social welfare services. Developed strong skills in communication, counselling, case handling and client support through academic and practical learning.

Bachelor of Social Science (BSS) in Social Work

Eden Mohila College, Dhaka, Bangladesh

Session: 2018 – 2022

Completed undergraduate studies emphasizing social service practices, client communication and problem-solving. Gained foundational knowledge in social systems, interpersonal communication and professional ethics.

Experience

Academic Counselor

Shikho | Online Academic Platform

Oct 2025 – Present

- Provided academic counselling and admission support to prospective students through calls and online communication.
- Handled high-volume calls while maintaining professionalism, accuracy and customer satisfaction.
- Addressed student enquiries, resolved concerns effectively and guided them through the enrolment process.
- Maintained accurate records of calls, follow-ups, and admissions using internal systems.

Target and achievement:

- Received *Employee of the Month* recognition for outstanding performance, communication skills and achieving the target.
- Successfully managed 20+ student admissions monthly (average admission fee USD 43 per student)

Social Worker Intern (MSciSo)

Maternal & Child Health Training Institute, Dhaka

2024

- Delivered timely solutions to boost client satisfaction
- Assessed client needs and created tailored action plans
- Coordinated with multidisciplinary teams for smooth delivery
- Delivered timely solutions to improve client satisfaction and service
- Supported process improvement initiatives through research and documentation.

Social Worker Intern (BSciSo)

Birdem General Hospital, Dhaka

2023

- Managed client data and prepared reports for management
- Guided clients through healthcare services and beneficiary services
- Supported healthcare professionals to resolve issues efficiently
- Built trust with clients through empathetic communication and professional conduct.

References

Md Rafayet Alam

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