

Mst.Chumki Akter

Project Delivery & Customer Service Executive

✉ mca.ofw25@gmail.com ☎ +880 134 464 2025 📍 Dhaka, Bangladesh

🌐 [linkedin.com/in/mstchumki-akter-409428387](https://www.linkedin.com/in/mstchumki-akter-409428387)

PROFESSIONAL SUMMARY

Experienced in project delivery and customer service with hands-on experience in project coordination, client communication, and ensuring timely task completion. Skilled in handling customer inquiries, resolving issues, and maintaining service quality in daily operations.

Also experienced in supporting accounting-related tasks using tools like QuickBooks and Xero, along with a background in Accounting (BBA).

EXPERIENCE

Project Delivery Assistant , Quantico AI	06/2022 – 12/2024
• Collaborated with team members to streamline delivery processes, resulting in improved performance.	Chuadanga ,Khulna ,Bangladesh
Customer Service Representative , https://digicontechnologies.com/ 	02/2026
• Assisted customers through calls and chats in a professional manner.	Dhaka, Bangladesh
• Resolved customer issues and provided accurate service information.	

EDUCATION

BBA: Bachelor of Business Administration, Accounting , Cantonment College, Jashore Affiliated with National University, Bangladesh CGPA 3.13	Jashore, Khulna Bangladesh
---	-------------------------------

Skills

• Accounting & Finance: Financial Accounting, Management Accounting, Taxation, Auditing, Financial Reporting	• Software & Tools: QuickBooks, Xero, Microsoft Excel, Cloud Accounting Software
• Project Management: Project Coordination, Documentation, Timeline Management, Stakeholder Communication	• Other Skills: Analytical Thinking, Problem Solving, Attention to Detail, Adaptability