



CHOWDHURY SIDHRATUL MONTAHA

PROFILE SUMMARY

Results-driven Computer Science and Engineering graduate with a strong academic record and practical knowledge in front-end development and database management. Experienced in customer service operations, with proven ability to manage administrative tasks, handle data efficiently, and communicate effectively in fast-paced environments. Highly organized, detail-oriented, and adaptable, with a strong commitment to continuous learning and contributing to innovative, technology-focused organizations.

WORK EXPERIENCE

Customer Service Officer (Operations)

Genex Infosys PLC

March 2024 – July 2025

- Managed customer inquiries and provided effective solutions to ensure high customer satisfaction
- Handled operational tasks efficiently while maintaining accuracy and professionalism
- Maintained records and updated customer data in system databases
- Coordinated with internal teams to resolve service-related issues
- Ensured compliance with company policies and service standards

EDUCATION

Bachelor of Science (BSc) in Computer Science & Engineering
Eastern University

Passing year: January 2024

CGPA: 3.65 / 4.00

Higher Secondary Certificate (HSC)
Cumilla Victoria Government College

Group: Science

Board: Cumilla

Passing year: 2018

GPA: 3.94 / 5.00

Secondary School Certificate (SSC)
Cumilla Modern High School

Group: Science

Board: Cumilla

Passing year: 2015

GPA: 5.00 / 5.00

CONTACT

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✉ chowdhury.montaha19@gmail.com

📍 Cumilla-3500, Bangladesh

TECHNICAL SKILLS

- Front-End Development: HTML, CSS
- Database Management: MySQL
- Programming Concepts: Problem Solving & Algorithmic Thinking
- Microsoft Office Suite: Word, Excel, PowerPoint
- Internet & Research Skills

PERSONAL DETAILS

- **Father's Name:** Mahabob Alam Chowdhury
- **Mother's Name:** Moursada Begum
- **Date of Birth:** 17 December 1999
- **Nationality:** Bangladeshi
- **Religion:** Islam
- **Marital Status:** Single

LANGUAGES

- **Bangla:** Native / Fluent
- **English:** Fluent

ENGLISH LANGUAGE PROFICIENCY

IELTS – British Council- 09 August 2025

- Overall Band Score: 7.0
- Listening: 8.0
- Reading: 8.0
- Writing: 6.0
- Speaking: 6.5

AWARDS & ACHIEVEMENTS

Girl's Innovation Boot Camp 2019

- Achieved Top 3 position for innovative project idea

CORE COMPETENCIES

- Analytical Thinking & Problem Solving
- Communication & Presentation Skills
- Team Collaboration & Coordination
- Time Management & Task Prioritization
- Customer Service & Client Handling
- Administrative & Office Management Skills
- Data Entry, Documentation & Record Keeping
- Report Preparation & File Management
- Scheduling, Coordination & Task Monitoring
- Adaptability & Continuous Learning

INTERESTS

- Information Technology & Innovation
- Traveling & Cultural Exploration
- Reading Books
- Continuous Learning & Skill Development

PERSONAL ATTRIBUTES

- Self-motivated and goal-oriented
- Organized with strong attention to detail
- Energetic, enthusiastic, and proactive
- Strong interpersonal and communication skills
- Ability to work under pressure and meet deadlines
- Quick learner with a positive attitude
- Reliable, responsible, and disciplined
- Strong work ethic with professional integrity
- Flexible and adaptable to new environments
- Leadership potential with team-support mindset