



PARVIN AKTER

CAREER OBJECTIVES

To pursue a challenging career in a leading and well-reputed organization where enthusiasm, sincerity, honesty, hard working, excellent environment and motivational factors will help and support me to utilize my knowledge and expertise for professional development.

CORE COMPETENCE

Skills	Strength
• Excellent memory. • Customer handling. • Quick and efficient working manners. • Ability to work under pressure. • Easy-going person with a professional attitude. • Knowledgeable and able to help customers. • Quick learner.	• Active team leader. • Good communication interpersonal skills • Self-motivated and Hard working. • Positive attitude. • Ability to work in team and maintain effective communication. • Quick decision-making ability. • Ability to work under pressure.

Job Experience

Guest Service Executive E-Zone HRM LIMITED (Brac Bank) Pantapath, Dhaka.

- Managed a high volume of customer inquiries, providing accurate information on accounts & Banking products.
- Facilitated the replacement of lost or stolen credit cards & debit cards efficiently.
- Maintain up-to-date knowledge of banking products & services to provide accurate customer support.
- Resolve customers issues efficiently, achieving a personal customer satisfaction.

Customer Service Representative FIFOTech, Kawranbazar, Dhaka.

- Handle 50+ customer interactions per hour, giving detailed, personalized, friendly, and polite service to ensure customer relation and satisfaction.
- Collect source data such as customer names, address, phone numbers, and information and enter data into customer service software.

PROFESSIONAL TRAINING AND COURSE

- **Professional customer service .**
SEIP, BACCO, FIFOTech, Kawran Bazar, Dhaka
Communicative English language speaking
WSDA, Newzland
SEIP, BACCO.

CONTACT



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COMMUNICATION SKILL

Excellent interpersonal communication and networking ability with presentation and public speaking.

LANGUAGE PROFICIENCY

- ☐ Bangla: (First Language)
- ☐ English: (Fluent in speaking, reading and writing)

COMPUTER EFFICIENCY

- ❖ Basic skill on MS Word, MS Excel, MS Power Point and MS Access
- ❖ Strong networking and understanding in social media.
- ❖ Have good knowledge about internet using and mailing

FIELDS OF INTEREST

- Travelling
- Reading Books
- Cultural & Social Activities

EDUCATION

Bachelor of Business Administration) BBA Hon's

Name of Institute : Sher-E-Bangla Adarsha Mohila College
University : National University
Subject : Management
Passing year : 2020
Result : CGPA- 3.31 (Out of 4.00)

Higher Secondary Certificate (H.S.C)

Name of Institute : Mirpur Girls' Ideal Laboratory & Institute
Name of Board : Dhaka
Group : Business Studies
Result : GPA- 4.75 (Out of 5)
Passing year : 2016

Secondary School Certificate (S.S.C)

Name of Institute : Haji Ashraf Ali High School
Name of Board : Dhaka
Group : Science
Result : GPA- 4.31 (Out of 5)
Passing year : 2014

PERSONAL DETAILS

Name : Parvin Akter
Father's Name : Md. Harun Akhan
Mother's Name : Jharna Begum
Date of Birth : 1st February, 1999

REFERENCES

Mohammed Aminul Islam (Manik)
Lecturer (Marketing)
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Md. Harun Akhan
Businessman
Cell: 01746-207447

Signature

Date: