



Fazla Alahi

Present Address: Tongi Gazipur

Permanent Address: Noakhali Hatiya, 3890

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Results-driven professional with experience in customer service, operational support, documentation, and data management. Skilled in client communication, record keeping, problem-solving, and administrative coordination. Strong understanding of banking operations, financial awareness, and customer relationship management. Proficient in MS Excel, Google Sheets, SPSS, Koha and business documentation. Recognized for leadership ability, teamwork, and maintaining accuracy in fast-paced work environments. Seeking a position in the banking or corporate sector where analytical, communication, and organizational skills can contribute to business growth and customer satisfaction.

PROFESSIONAL EXPERIENCE:

- Associate Business Officer at **Ab Bank Limited**
- Curriculum Analyst at **An Nur Matromoni**
- Executive Customer Support and logistics at **Engage Digitally limited**

- Manage customer communication and support daily business operations.
- Maintain documentation and records with accuracy and confidentiality.
- Coordinate logistics and operational activities to ensure timely service delivery.
- Support administrative and reporting functions using MS Excel and digital tools.
- Handle client queries and provide professional customer support.

Internship – Information Officer

Bangladesh National Scientific and Technical Documentation Center (BANSDOC)

CORE COMPETENCIES:

Leadership & Co-curricular activities

- Client Relationship Management
- Banking Operations Support
- Data Entry & Documentation
- MS Excel & Google Sheets
- Communication & Interpersonal Skills
- Administrative Coordination
- Report Preparation & Record Management
- Problem Solving & Analytical Skills
- Team Leadership & Time Management
- Research & Information Management

- ❖ President, Hatiya Students Association
- ❖ President, Jayjaydin Friends Forum
- ❖ President, NSTU Reporters Unity

Training And Certification:

- Leadership and Emotional Intelligence – ISB
- Budgeting and Scheduling Projects – UCI
- Data Science Ethics – University of Michigan
- Fundamentals of Digital Marketing – Google Digital Garage
- Finance for Everyone – McMaster University
- Graphic Design – University of Colorado
- Professional Video Editing – FutureNation
- Sustainable Development Goals – University of Copenhagen
- Journalism Training – Press Institute of Bangladesh (PIB)

Academic Qualification:

Exam	Group/subject	Board/University	Passing Year	Result	Out of
MSS	Information Science and Library Management	Noakhali Science and Technology University	2024	3.79	4.00
BSS	Information Science and Library Management	Noakhali Science and Technology University	2022	3.78	4.00
H.S.C	Business Studies	Dhaka	2018	4.58	5.00
S.S.C	Business Studies	Dhaka	2016	5.00	5.00

Research Article:

My Research article entitled “Impact of Information Literacy on research work performance” published at the journal Global knowledge memory and communication. Find it through this link: <https://www.emerald.com/insight/content/doi/10.1108/GKMC-03-2024-0174/full/html>

REFERENCES

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