

CURRICULUM VITAE of

ASMAT ARA ABBAS

Address: House no - 9, Government Officers' Quarter, Mirpur – 6, Dhaka - 1216.

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OBJECTIVE

To use my skill in the best possible way for achieving the company's goal and enhance my professional skill in a dynamic and stable workplace.

EDUCATIONAL QUALIFICATIONS

Education	Subject	Year	Institution/Board	CGPA/GPA
B.Sc.	Botany	(2022)	National University	2.89 out of 4
HSC	Science	(2015)	Chittagong Board	4.42 out of 5
SSC	Science	(2013)	Chittagong Board	5.00 out of 5

WORK EXPERIENCE

1. COMPANY NAME: E-Zone Ltd.

JOB DURATION: September 2023 to December 2023.

JOB POST: Customer Service Executive (for bKash Limited)

JOB RESPONSIBILITY:

 - Responded to customer inquiries via phone in a professional and timely manner.
 - Resolved product or service issues by clarifying customer complaints and determining the root cause.
 - Provided accurate information about products, services, and company policies.
 - Maintained detailed records of customer interactions, transactions, and feedback.
 - Handled high volumes of inbound calls while maintaining quality customer service.
 - Met performance metrics such as customer satisfaction, call handling time, and response accuracy.
 - Stayed updated on product knowledge and policy changes to better assist customers.
2. COMPANY NAME: AmarAdmission.com

JOB DURATION: December 2022 to August 2023.

JOB POST: Social Media Executive.

JOB RESPONSIBILITY:

 - Managed Facebook page and website inbox by responding promptly to customer messages and inquiries.
 - Provided accurate product information and support to potential and existing customers through social platforms.
 - Maintained organized records of customer details and history to ensure smooth service and follow-ups.
 - Monitored daily social media activity to engage with followers and increase audience interaction.
 - Coordinated with internal teams to resolve customer issues and fulfill queries.
 - Tracked customer communication and maintained logs for reporting and analysis.
 - Assisted in building positive brand presence through timely and professional communication.

SKILLS & ACHIEVEMENTS

- MS Word, MS Excel, MS PowerPoint
- Adobe Illustrator
- Adobe Photoshop
- Language Skill: Bangla (Native)
English (Moderate)
- I have done a 4 month course on Graphic Design & Freelancing organized by BRAC Institute of Skills Development (2023).
- I have done a 2 month short course on Graphic Design & Freelancing from Silicon Valley IT Institute (2022).

STRENGTH

- Good communication skills
- Teamwork & collaboration
- Customer handling / Social media management
- Fast learner & adaptable capability.
- Capable of taking pressure and workload.

PERSONAL INFORMATION

Father's name: Mohammad Golam Abbas

Mother's name: Kamrunnahar Abbas

Date of Birth: 26 January 1997

Permanent Address: Village: Chargas, P.O.: Chargas,
Thana: Kasba, Dist: Brahmanbaria.

Nationality: Bangladeshi by birth.

Religion: Islam.

Blood Group: B+

Marital Status: Unmarried

NID: 3752553085

REFERENCE

- Name: Shamma Tahsin
Designation: Assistant Architect.
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- Name: Nazma Amena
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