

LUTFUNNAHAR KAKOLY

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Email: kakoly2383@gmail.com

Address: Vill: Mohammad Nogor, **Post:** Jolma, **P.S:** Botiyaghata, **Dist:** Khulna



Career Summary:

Goal-oriented professional with a strong background in Economics and extensive experience in IT services, administrative operations, and digital marketing. Proven track record in computer operations, and remote transcription. Equipped with advanced certifications in Digital Marketing and Graphic Design (NSDA Level 3). Committed to leveraging technical expertise and analytical skills to contribute to organizational growth.

Work Experience

Graphic Designer | Local Marketplace

October 2024 – Present

- **Creative Brand Design:** Specialize in creating impactful logos, brochures, and banners that align with client brand identities.
- **Social Media Design:** Design engaging and creative social media posts to increase audience interaction.
- **Advanced Image Editing:** Perform high-quality photo retouching, manipulation, and complex vector designs.
- **Visual Communication:** Translate client requirements into high-quality visual concepts using industry-standard design tools.

Transcriptionist (Remote) | Product Research Company

October 2023 – Present

- **Audio Transcription:** Convert complex audio recordings into accurate text format with high attention to detail.
- **Quality Assurance:** Ensure all transcripts meet strict quality standards for grammar, punctuation, and formatting.
- **Confidentiality:** Handle sensitive product research data with complete confidentiality and professionalism.

Computer Operator | Udvash (Khulna Branch)

March 2022 – March 2023 (1 Year)

- **Exam Operations & Management:** Supervised the complete examination process, including the preparation of seating arrangements and ensuring the smooth conduct of daily/weekly exams.
- **Result Processing:** Managed accurate data entry and processed exam results promptly using the institution's internal software, ensuring students received timely feedback.
- **Documentation & Printing:** Responsible for high-volume printing and formatting of question papers, lecture sheets, and official academic reports with 100% accuracy.

- **Student Support & Counseling:** Acted as a primary point of contact for students, addressing their academic queries and resolving administrative problems effectively.
- **Technical Support:** Provided essential IT assistance to staff and students, ensuring all computer systems and office equipment remained operational.

Computer Operator | Skyway Travels & Tours

August 2020 – February 2022 (1 Year 7 Months)

- **Booking Management:** Handled travel-related documentation, ticketing, and customer data entry accurately.
- **Record Keeping:** Maintained digital files and organized travel itineraries for clients.
- **Customer Interaction:** Assisted clients with information and provided efficient administrative support to the travel desk.

Internship Experience (Total 4 Months)

Customer Service Officer | Bangladesh Election Commission (Khulna Division)

April 2019 – June 2019 (2 Months)

- **Citizen Support:** Assisted citizens with NID-related inquiries and guided them through the application process.
- **Data Entry:** Handled sensitive voter information and ensured accuracy in the government database.

IT Service Provider | Banglanet Technologies Limited

Duration: 2 Months

- **Technical Assistance**
- **System Maintenance**

Education Summary

Masters of Social Science (MSS) in Economics (1 year)

Institution Name : Khulna Govt. Mahila College.
 Board : National University
 Year of Examination : 2014
 Session : 2013-2014
 CGPA : 2.84 Out of 4.00

Bachelor of Social Science (BSS) in Economics (4 years)

Institution Name : Khulna Govt. Mahila College.
 Board : National University
 Year of Examination : 2013
 Session : 2009-2010
 CGPA : 2.83 Out of 4.00

Higher Secondary Certificate (HSC) in Humanities (2 years)

Institution Name : Mohammadnagar Women's Kamil Madrasah, Khulna
 Board : Madrasah Education Board, Dhaka
 Year of Completion : 2009
 Session : 2007-2008
 GPA : 4.75 Out of 5.00

Secondary School Certificate (SSC) in Humanities (2 years)

Institution Name : Mohammadnagar Women's Kamil Madrasah, Khulna
Board : Madrasah Education Board, Dhaka
Year of Completion : 2007
Session : 2005-2006
GPA : 4.75 Out of 5.00

Training Summary

Graphic Design for Freelancing (Level-3) – NSDA

From : BCTI
Date of Completion : 21 December, 2025

Entrepreneurship Development

From : INSPIRA
Date of Completion : 27 September, 2025

Digital Marketing for Freelancing (Level-3) – NSDA

From : KESDO
Date of Completing : 23 August, 2025

Freelancing & Outsourcing in Professional Graphic Design & Multimedia

From : Bit Byte Computers & institute
Date of Completion : 2020

IT Service Provider

From : She Power Project: Sustainable Development for Women Through ICT Under
Department of Information and Communication Technology of Govt. of The
People's Republic of Bangladesh.
Date of Completion : 2019

National Skill Standard Basic in Database Programming (BTEB)

From : NTC Institute of Computer Education, Khulna
Date of Completing : 2010

Technical Skills:

- Microsoft Office (Word, Excel, PowerPoint)
- Google Workspace
- Artificial Intelligence (Prompt Writing, Basic Use, Chatbot implement etc.)
- Graphic design: Design Software (Adobe Illustrator, Adobe Photoshop, Canva)
- Digital Marketing: SEO, SMM, Google/Facebook Ads, Pixel, Content Marketing

Soft Skills:

- Problem Solving
- Teamwork
- Leadership
- Listener
- Adaptability
- Pressure Handling

LANGUAGES

- Bengali: Native
- English: Professional Working Proficiency
- Urdu & Hindi: Conversational

Personal Information

Father's Name : Nurul Haque Chowdhury
Mother's Name : Momotaz Begum
Date of Birth : 7th July, 1992
Blood Group : B (+)
Present Address : Vill: Mohammad Nogor, Post: Jolma, P.S: Botiyaghata, Dist: Khulna
Permanent Address : Vill: Mohammad Nogor, Post: Jolma, P.S: Botiyaghata, Dist: Khulna
Religious : Islam
Marital Status : Married
NID : 19924711271000532

Reference:

Md. Zakir Hossin

Assistant Teacher, Morrelganj Govt. Girls High School
Address: Village: Kuthibari, Post: Morrelganj, P.S: Morrelganj, Dist: Bagerhat.
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Signature