

Curriculum Vitae

NAJNIN AKTER LEYA

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🏠 Mohammadpur, Dhaka, Bangladesh 1207

PROFESSIONAL SUMMARY

Energetic and results-driven professional with over 6 years of experience in customer service, teaching, and technical support. Skilled in problem-solving, client communication, and teamwork. Seeking a challenging role to contribute to organizational growth and utilize my skills effectively.

SKILLS

- MS Office (Word, Excel, PowerPoint)
- Internet Browsing
- Computer Fundamentals

EDUCATION

B.Sc in Engineering (EEE)

Green University of Bangladesh — 01/2019

GPA: CGPA 2.85

Diploma in Engineering (Electronics Technology)

Chittagong Mohila Polytechnic Institute — 01/2015

BTEB | GPA: CGPA 3.13

S.S.C (Science)

Bauphal Adarsha Girls Secondary School, Bauphal, Barisal — 01/2011

GPA: 4.13

EXPERIENCE

Professional Development (2023 – Present)

Focused on professional skill development, online learning, and personal growth
Practiced MS Office, data analysis, and English communication improvement

Customer Feedback Officer (Casual)

ACI Motors, Dhaka — Mar 2020 – Feb 2023

- Handled service feedback and inbound queries
- Converted queries into sales and provided client solutions

- Monitored Customer Satisfaction Index and generated leads
- Conducted data analysis for client improvement

Teacher

Adventist International Mission School, Dhaka — Jan 2017 – Nov 2019

- Taught students, prepared learning materials, and conducted assessments

Industrial Attachment Training

Op-Seed Co. (BD) Ltd, Chittagong Export Zone — Jan 2015 – Mar 2015

Experience Certificate

Bangladesh-Korea Technical Training Centre

PERSONAL INFORMATION

Father's Name: Md. Rafiqul Islam Sharif

Mother's Name: Mst. Piara Begum

Date of Birth: 01-01-1997

Marital Status: Married

Nationality: Bangladeshi

Blood Group: O +ve

Permanent Address: Bauphal Mohila College Road, Patuakhali, Bauphal, Barisal.

Present Address: 84/T/4 West Jafrabad, Mohammadpur, Buddijibi Road, Dhaka-1207.

REFERENCES

Name: Shahriar Mahmud Kobir

Organization: Green University

Designation: Assistant Professor, Dept. of EEE

Mobile: 01764610728

Email: kobir@eee.gmail.com

Relationship: Teacher

Name: Md. Salim Ullah

Organization: The Bangladesh Inland Water Transport Corporation (BIWTC)

Designation: Chairman

Mobile: 01755559701

Email: chairman@biwtc.gov.bd

Relationship: Uncle

Signature