

Shamim Hasan



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An attention to detail-oriented individual holding a Bachelor’s Degree in Public Administration. Bringing together a blend of administrative expertise, customer centric support and creative technical skills with adaptation at facilitating smooth communication between teams ensuring high levels of client satisfaction through precise data management and proactive problem-solving.

Work Experience

Paromita’s Baby Bliss

Customer Support Executive | (August/2024 – March 2026) | Part-time | Remote

- Providing customer service through chat and call to address inquiries, resolving issues and ensuring customer service
- Managing orders using excel and google sheet to ensure accurate and timely dispatch
- Confirming order details via phone calls to ensure accurate delivery details and addressing related issues
- Communicating with delivery and procurement team to facilitate smooth delivery experience to the customers

Deshio-Bangladesh

Customer Support Executive | (January/2024 – June/2024) | Part-time | Remote

- Delivered prompt customer support via chat and phone call to resolve inquiries and maintaining higher customer satisfaction
- Managed order management workflows using excel and google sheet to ensure accuracy and on-time dispatch
- Performed order verification through direct calls, securing precise delivery details and solving logistics issues
- Coordinated with delivery and procurement teams to maintain the supply chain and enhance customer delivery experience

Welseduction

Social Media Manager | (March/2023 – December/2023) | Part-time | Remote

- Ensured digital presence across various platforms to enhance brand visibility and representation
- Monitored website performance and security to ensure positive user experience
- Developed and executed social media content plans focused on audience growth and engagement

Education

Bachelor of Social Science | (2022 - 2025)

Jatiya Kabi Kazi Nazrul Islam University | Trishal, Mymensingh | Bangladesh
BSS (Public Administration and Governance Studies), CGPA- 3.40 out of 4.00

Higher Secondary Certificate | (2019)

Notre Dame College, Dhaka | Bangladesh
Business Studies, GPA- 5.00 out of 5.00

Secondary School Certificate | (2017)

Nakhalpara Hossain Ali High School | Dhaka | Bangladesh
Business Studies, GPA- 4.95 out of 5.00

Extra-Curricular Activities

- **JKKNIU Career Club** — “Crack the Interview Board – Season II” – Positioned 5th Semifinalist out of 15 & 105 Participants
- **JKKNIU Career Club** — “Presentation Battle 2022” – Positioned 4th out of 15 Semifinalist & 35 Participants
- **Hult Prize, JKKNIU** (On-Campus Program) — Worked as Participant Management Executive & Awarded as “Dedicated Volunteer”
- **National Campus Journalism Fest (2022)** — Worked as Team Co-Head of Internal Management & Decoration Team
- **Volunteer for Bangladesh (VBD)**, Mymensingh District — Public Relations Officer; Committee Member

Courses & Certifications

- **WordPress & eCommerce** | CodemanBD | (2023)
- **Graphic & UI Design** | Shikhbe Shobai | (2023)
- **Fundamentals of Digital Management** | People’s Friendship University of Russia | (2024)
- **Advanced Project Management** | People’s Friendship University of Russia | (2024)

Skills & Attributes

Core Skills:

- Effective project coordination skills - task prioritization, deadline management and cross-functional collaboration
- Strong stakeholder and client communication skills with experience in internal coordination
- Confident in presentation development and supporting leadership responsibilities in team settings
- Strong stakeholder and client communication skills with experience in internal coordination and follow-up
- Solid professional writing skills, including report drafting, documentation, and structured file archiving
- Proven ability in meeting coordination, note-taking/minutes, and action-item tracking to keep teams aligned
- Strong problem-solving mindset with attention to detail, adaptability, and time management

Tools & Technologies:

Microsoft Excel | Microsoft Word | Microsoft PowerPoint | Google Docs | Google Sheets | Google Slides | Google Forms | WordPress
IBM SPSS (Basic) | Canva | Adobe Illustrator | Adobe Photoshop | CapCut |

References

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