

TUMPA RANI DEY

Present Address: Farmgate, Dhaka

Permanent Address: Paulpara, Puranbazar, Chandpur-3601

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Career Objective:

Aspiring to contribute to the HR and Administration sector by utilizing my educational background, internship experiences, and skills in office management, customer service, and organizational planning.

Education:

Master of Business Administration (MBA) in Management

Rangamati Science and Technology University, 2020

CGPA: 3.6 out of 4.00

Bachelor of Business Administration (BBA) in Management

Rangamati Science and Technology University, 2019

CGPA: 3.46 out of 4.00

Higher Secondary School Certificate (HSC) in Business Studies

Rangamati Govt. College, 2015

CGPA: 5.00 out of 5.00

Secondary School Certificate (SSC) in Business Studies

Rangamati Govt. Girls' High School, 2013

CGPA: 5.00 out of 5.00

Internship Experience:

Rupali Bank Limited – Rangamati Sadar Branch, Chittagong

Duration: Jan 2020 – June 2020

- Assisted in operational office management and customer service.
- Acquired knowledge about various banking products and services.
- Managed customer complaints and facilitated smooth office processes.

Bangladesh Krishi Bank Ltd. – Rangamati Sadar Branch, Chittagong

Duration: Jan 2020 – June 2020

- Supported general operational processes and relationship management.
 - Explored e-marketing strategies and innovative business ideas.
 - Developed customer service skills to strengthen relationships.
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Skills:

- **Technical Proficiency:** MS Office (Excel, Word, PowerPoint), Data Analysis.
 - **Interpersonal Skills:** Effective communication in English and Bengali.
 - **Organizational Skills:** Event planning and program coordination.
 - **Core HR & Admin Knowledge:** Operational management, customer relationship management.
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Achievements:

- Successfully organized and participated in various university events.
 - Completed a six-month Computer Office Management course from the Youth Development Department, enhancing technical skills.
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References:

Mohona Biswas

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Deepta Sen

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