

Curriculum Vitae

Mousumi Akter

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Call: 01627525957



Career Objective:

To leverage my skills, knowledge, and passion to excel in a challenging and dynamic work environment. I aim to contribute my expertise and problem-solving abilities towards the growth and success of the organization. By embracing new opportunities and taking on responsibilities with dedication and enthusiasm, I strive to make a significant and positive impact on the company's goals and objectives.

Career Summary:

With a strong background in the retail industry and customer service in Bangladesh, I possess valuable experience in enhancing the quality of retail shops and customer experiences. I am adept at working collaboratively in a team environment, effectively contributing to collective goals. Through meticulous planning and effective team coordination, I consistently deliver accurate and high-quality results in my work.

Employment Status:

Joining Period	Company Name & Designation	Job Responsibilities
3rd July 2017 till Now	Brac Aarong Sales Associate	o Ensure high levels of customer satisfaction through excellent Customer services.
		o Maintain cash and billing.
		o Assess customer needs and provide information on product feature.
		o Follow and achieve department's sales goals on a monthly, quarterly and yearly basis.
		o Process POS purchases.
		o Team bonding with co-workers to ensure proper customer service.
		o Build productive trust relationships with customer.
		o Ensuring inventory control procedure.
		o Visual Merchandising

Education & Qualifications:

Degree Obtained	Group or Subject	Passing Year	Result	Educational Institutional & Location
M.B.A.	Human Resource Management	2022	CGPA 3.33 (Out of 4)	Institute of Science Trade and Technology, Dhaka
B.B.A.	Marketing	2018	CGPA 2.38 (Out of 4)	Institute of Science Trade and Technology, Dhaka
H.S.C.	Business Studies	2013	GPA 4.70 (Out of 5)	FM International School & College, Dhaka
S.S.C.	Business Studies	2011	GPA 3.69 (Out of 5)	Mirpur Siddhanta High School, Dhaka

Training & Workshop:

Advance Customer Service
ERP POS
Enlightenment through Product Knowledge & Customer Service
Ownership training
Safeguarding training

Computer Skills:

Digital Marketing
Web Design
Operating System: Windows 7, 8, 10
MS Office: Microsoft Word, Excel, Power Point
Internet Browsing, Email Writing

Special Qualification:

Strong skills in personal and organizational communication.
Ability to work efficiently under pressure.
Willing to accept responsibility & perform accordingly
Good team working and interpersonal skills

Personal Information:

Name	: Mousumi Akter
Father's Name	: Jamal Uddin
Mother's Name	: Parvin Sultana
Contact Number	: 01627525957
Date of Birth	: 2nd December 1996
NID Number	: 5107553918
Present Address	: House-35 Ga, Road-03, Shyamoli, Dhaka-1207
Permanent Address	: Hasnabad, Daudkandi, Daudkandi, Comilla- 3516
Religion	: Islam
Nationality	: Bangladeshi
Marital Status	: Married
Height	: 5'-02
Blood Group	: O+ (+ve)

Personal Interest:

Traveling, Reading Books, Playing & Watching Cricket, Internet Browsing

Declaration:

I hereby declare that the above statements are true to the best of my knowledge and belief.

Reference:

Nishat Tasnim Cynthia
Deputy Manager, Corporate Sales
BRAC-Aarong

Fahad Bin Rahman
Senior Manger, Ecommerce
BRAC-Aarong

Date:

16.02.2026



Signature