



# MARJAHAN AKTER

CUSTOMER SERVICE  
ASSOCIATE

## CAREER OBJECTIVE

I am an experienced customer service associate who wants to work an organization that promises a challenge career in a progressive environment with a co-operative work culture that fosters the steady growth of the organization and me.

## SKILLS AND ABILITIES

- Excellent communication skills.
- Reliable and professional.
- Creative spirit, positive attitude.
- Self motivated, fast learner.
- Meet quantitative goals.
- Proven ability to lead a team.
- Work under pressure.
- Team oriented,
- Microsoft (Office word, Excel, Powerpoint ,E-mil).
- Excellent language proficiency in Bangla, English,Hindi and Urdu.

## CONTACT INFORMATION

P: 0506137740

E: MARJAHANAKTER2008@GMAIL.COM

Al Zahabiya Hotel apartment,  
Doha Central Maktoum Road  
Deira, Dubai UAE.

## WORK EXPERIENCE

Teller

Universal Exchange Center (Since May 2020)

- Executing customer transaction regarding cash, money order and money exchange.
- Proficient in exchanging 30 different currencies.
- Processing exchange and foreign currency.
- Maintained friendly and professional customer interactions
- Recording amounts received and preparing reports of transactions.
- Performing all duties assigned by Supervisor.

Customer Service Executive (Visa Assistant)

VFS Global Bangladesh Pvt.Ltd (Sep2018- Mar2019)

- Provide critical support by performing various administrativetasks for the effective operation of the office.
- Review and determine the priority of incoming correspondence.
- Perform searching and filling functions.
- Entering information into various databases.

Customer Care Executive (Cash-Department)

Farzana Shakil's Make Over Salon Ltd (Feb2017 Jun 2018)

- Conduct cash transactions with customers.
- Provide a receipt to customer paying in person.
- Enter transactions into accounts receivable system, cash registeror cash receipt journal/log.

Sales Executive

AARONG (March 2013 - April 2016)

- Demonstrating and presenting products.
- Organizing sales visits.  
Maintaining accurate records.
- Attending trade exhibitions, conferences and meeting.

Call Center Agent

Hero Mine Mind. (April 2010- Feb 2011)

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints.
- Identify and escalate issues to supervisors.

## ACADEMIC BACKGROUND

Masters of Business Administration (M.B.A)

Name of Institution: Shanto-Mariam University of Creative Technology

Major: HRM

Passing Year-2017

CGPA- 2.81 (out of 4.00)

Bachelor of Business Administration (B.B.A)

Name of Institution: Shanto-Mariam University of Creative Technology

Major: Finance and Banking

Passing Year-2015

CGPA- 2.99 (out of 4.00)

## PERSONAL INFORMATION

**Passport No** : BJ0987069  
**Father's Name** : Md. Babar Ali  
**Mother's Name** : Asia Khatun  
**Date of Birth** : 20th August 1986  
**Marital Status** : Married  
**Blood Group** : A+  
**Religion** : Islam  
**Nationality** : Bangladeshi  
**Visa Status** : Employment  
**Driving license** : UAE

## INTERESTS AND HOBBIES

- ◆ Travelling
- ◆ Volunteering
- ◆ Learning new things
- ◆ Exploring other Cultures
- ◆ Photography
- ◆ Gardening
- ◆ Cooking

**Signature**

Manjahan Akter