

CURRICULUM VITAE

Tele-sales, Customer Support and Front desk

Personal Details

Name : Lamia Akter Liza
Father's name : MD FARUK
Date of Birth : 20 October 2002
Place of Birth : Bangladesh
City : Dhaka
Resident Of : Dubai, UAE
Marital Status : Single
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Objective

I believe in interest and effort of involvement i do. Highly motivated and detailed oriented, have strong experience as enthusiastic Customer Service professional with the proven ability to assist and resolve customer concern. I work well under pressure accurately and in calm mind.

Profile Summary

- **Manual Bookkeeping :**

Top future electronics trading llc. UAE Dubai.

Responsibility and duty:

I have **1 year experience** of,

Record maintenance and Keeping Track record of income and out flow of money office related business assets, including stock management, Sales Counting, keeping track record of purchase order.

- Computerized Book keeping: making computerized record in shape of spread sheets and office excel sheets.
- taking calls and dealing walk in customers

Cashier, Inventory, Customer Support

Bluemart Supermarket L.L.C - D.I. Academic City, Dubai. UAE

- During each 10 hours working shift I have served more than 400+ customers per day.
- I have served the customer in a welcoming way with good gestures and always showed positive responses towards them.
- Registers sales on a cash register by scanning items, itemizing, and totaling customers' purchases.
- Resolves customer issues and answers questions as a customer support officer. Checked prices and quantities for accuracy, collect and process payments, and scan items for purchase for the customers.

Academic Qualifications

Bachelor of Business Administration

Amity University - Dubai

06/2022 - Dubai Academic City, UAE

Address Dubai, UAE | Field of Study Business | Final Grade Pending | National Certification BBA | Number of credits 136

Higher Secondary Certificate

Barnamala Adhoshho High School and College- Dhaka

06/20217 - 06/ 2019 Dhaka, Bangladesh

Address Dhaka, Bangladesh | Field of Study Business | Final Grade 3.83 out of 5 | National Certification HSC

Secondary School Certificate

Sheikhdi Abdullah Mollah School - Dhaka

06/20215 - 06/ 2017 Dhaka, Bangladesh

Address Dhaka, Bangladesh | Field of Study Business | Final Grade 4.05 out of 5 | National Certification SSC

Skills

Language: Urdu, Bengali ,Hindi, English & English IELTS-6.5GT.

Technical: Microsoft Office, typing, composing, spreadsheets, documentation preparing,

Software: Windows (7,8,9,10), Microsoft Excel, PowerPoint , Logic ERP, Canva and mobile/tablet apps .

Devices: POS machine, printer, shredder, scanner, laptop, Android pc.

Interest

Internet surfing, Travelling, music, sports, and GYM.

Reference

Will be furnished upon request.

(Lamia Akter)

Signature