



Ratna Akter

Objectives

To work in such a place where I can get myself achieving a dynamic & challenging job to utilize my academic background as well as experience for the interest of the company and my career, to get a respectable & responsible in the related field.

Education

Bachelor of Business Studies (B.B.S)

Subject: Accounting

University of Dhaka, Dhaka, Bangladesh

Passing Year: 2016

Master of Business Administration (MBA)

Subject: Management

Eden Mohila College, Dhaka, Bangladesh

Result: Appeared

Computer Skills:

Graphic Design, MS Word, MS Excel, MS Power Point, Internet Browsing, E-Mailing, Typing etc.

Experience

March 2022 – November 2022

CSR • GENEX INFOSYS LIMITED

Take customer calls and provide accurate, satisfactory answers to their queries and concerns

Call clients and customers to inform them about the company's new products, services and policies

Collaborate with other call center professionals to improve customer service

Help to train new employees and inform them about the company's customer management policies

January 2015 – February 2017

Teacher • Fulkori Kinder Garden

Present lessons in a comprehensive manner and use visual/audio means to facilitate learning

Provide individualized instruction to each student by promoting interactive learning

Create and distribute educational content (notes, summaries, assignments etc.)

Assess and record students' progress and provide grades and feedback

Maintain a tidy and orderly classroom

Collaborate with other teachers, parents and stakeholders and participate in regular meetings

Develop and enrich professional skills and knowledge by attending seminars, conferences etc.



UAE



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Personal Details

DOB : 10th October 1992

Gender: Female

Religion: Islam

Marital Status: Married

Nationality: Bangladesh

Language

English - Fluently

Hindi - Fluently

Bangla - Native

Personal Skills

Self –motivated, hard working.

Good communicator and Presenter,

Human Skills. Stress Management,

Time Management and Decision

Making. Quick learning

Young and energetic

