



## **SURAYA AKTHER**

Customer Service Executive/Executive Assistant /Secretarial

Chittagong, Bangladesh

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+971547431598

Visa Status: Visit

Marital status : Married

DOB: 25<sup>th</sup> Nov 1994

Nationality: Bangladesh

### CAREER OBJECTIVE

A highly organized and hard-working individual looking to secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.  
**Dedicated Results Driven Goal Oriented**

### WORK EXPERIENCE

#### **Customer Care Executive**

*Robi Axiata Limited*

- Manage large amounts of inbound calls in a timely manner.
- Follow communication “scripts” when handling different topics.
- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives.
- Build sustainable relationships and engage customers by taking the extra mile.

#### **Cashier**

*Well Food Center*

- Greet customers when entering or leaving establishments.
- Maintain clean and tidy checkout areas.
- Keep reports of transactions.
- Operating the cash register and handling cash transactions with customers.
- Scanning goods and collect payments.
- Issuing receipts, refunds, change or tickets.
- Handle cash transactions with customers using cash registers.
- Redeem stamps and coupons.
- Make sales referrals, cross-sell products and introduce new one.
- Resolve customer complaints, guide them and provide relevant information.
- Bag, box or wrap packages.
- Pleasantly deal with customers to ensure satisfaction.
- Strong Communication, Time management skills.
- Knowledgeable in PC and electronic equipment (Cash registers, Scanners, Money Counters).

**Front Desk Executive**

*Hammer strength  
fitness & training  
center*

- Member registration.
- Maintain customer data and provide information.
- Answer and direct phone calls in a polite and friendly manner.
- Welcome visitors in a warm and friendly manner, and answer any questions visitors have.
- Maintain reception area and all common areas in a clean and tidy manner at all times.
- Operate standard office equipment on a regular basis, including a fax machine, a copy machine, and a computer.
- Keep detailed and accurate records of visitor requests and of calls received.
- Take inventory of supplies and restock as needed.
- Maintain the general office filing system.

**Executive**

*Holiday planners & SG  
corporation*

- Overseeing and developing marketing campaigns.
- Conducting research and analyzing data to identify and define audiences.
- Devising and presenting ideas and strategies.
- Promotional activities.
- Writing and proofreading creative copy.
- Managing campaigns on social media.

## EDUCATION

**BGC Trust University  
Bangladesh**  
2017

Bachelor of Business Studies (B.B.A.) Hon's  
Major- HRM  
Result- Running

**Agrasar Girls College**  
2012

Higher Secondary Certificate (H.S.C.)  
Group- Business Studies  
GPA- 3.70

**Noapara High School**  
2010

Secondary School Certificate (S.S.C.)  
Group- Science  
GPA- 3.19

## SKILLS

**Technical**

Proficient in Microsoft Word, Microsoft Excel, Microsoft Outlook, Internet, Basic computer knowledge.

**Personal**

Strong background in Customer support  
Excellent relationship with customers

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Flexible young and energetic  
Experienced in solving customer complaints  
Time management  
Documentation

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## LANGUAGE SKILLS

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English	: Professional Proficiency
Hindi	: Bilingual Proficiency
Bangla	: Native Proficiency
Arabic	: Very Basic

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## INTEREST

Socializing  
Research (On anything the excites)  
Travelling  
Cooking

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## REFERENCES

Will furnish if required.

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