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Summary

I am a hardworking and ambitious individual recently completed my Bachelor degree in Anthropology from Shahjalal University of Science and Technology, Sylhet. I have started my career with a part-time position at IDP Bangladesh IELTS Test Center. However, now I am working as a Customer Service Executive at the same department of the organization.

Experience

Customer Service Executive- IELTS

IDP Education Ltd

Jan 2023 - Present (3 months)

- Provides ultimate in-person and on-call customer service to candidates registering for IELTS, requesting test date transfers, refunds, E-TRFs and Additional TRFs, and submitting Enquiry on Results forms (EORs).
- Ensures that IELTS results are received from the respective registration point for candidates who registered through IDP's agent partners.
- Handles all confidential documents with care and ensures smooth communication between the various IELTS teams and candidates.

Invigilator

IDP Education Ltd

Oct 2019 - Jan 2023 (3 years 4 months)

As an Invigilator, my role was to maintain compliance with test center policies, practices, and procedures, secure testing materials and maintain the confidentiality of all details. I was working here with flexible hours; night, weekend, and holiday shifts.

Internship

icddr,b

Jul 2021 - Jan 2022 (7 months)

Supervisor Name: Rebeca Sultana (Infectious Disease Department)

Research Assistant

Monash University

May 2021 - Jul 2021 (3 months)

I was working as a research assistant in a research project conducted by the Department of Epidemiology and Preventive Medicine, Monash University, Australia.

Title of the Research: Health system readiness for non-communicable diseases in primary health care settings in Bangladesh.

Non-communicable diseases are the leading cause of illness and death in Bangladesh. We want to know about the self-reliance of health centers in the prevention and management of this disease, the type of health care received, and the opportunity to receive health care. The information you provide will play a significant role in the prevention and management of non-communicable diseases.

Education



Shahjalal University of Science and Technology

Bachelor's degree, Anthropology

Dec 2016 - Mar 2022



Jalalabad Cantonment Public School and College

Higher Secondary, Humanities/Humanistic Studies

2014 - 2016

Licenses & Certifications



Understanding Research Methods - SOAS University of London

TER5AA39FYGJ



Psychology of Popularity - Coursera

XAENQUF3RP3N



Psychological First Aid - Coursera

WH3A2S4GXJ8Z



Strengthening Community Health Workers Programs - HarvardX - An Online

Learning Initiative by Harvard University through edX

0669e83d8a6a404b93832a1eb554acfb



Workshop on Data Analysis Using SPSS - SUST Science Arena



Entrepreneurship in Emerging Economies - HarvardX - An Online Learning

Initiative by Harvard University through edX

ab231e8e692540efbda77da065c11bd



Fat Chance: Probability from the Ground Up - HarvardX - An Online Learning

Initiative by Harvard University through edX

e8dcfe214064477b8a8dec91cf3660e0



Feminism and Social Justice - Coursera

QHDMVWWWXVAW



Positive Psychiatry and Mental Health - Coursera

YLBZWEKQ48CP



ADHD: Everyday Strategies for Elementary Students - Coursera

A4HELZDV94GU



How To Create a Website in a Weekend! (Project-Centered Course) - Coursera

393LHRUU5QPQ



The Science of Well-Being - Coursera

AS4L8C6YZYUB



IELTS Academic (overall 7.0) - IELTS Official

Issued May 2022 - Expires May 2024



IBM New Collar: Customer Engagement Specialist - Coursera

Skills

Cultural Diversity • Customer Engagement • empathy • Service-Level Agreements (SLA) • Process Control • Time Management • Customer Satisfaction • Customer Service Operations • Interpersonal Skills • On-call Support

Honors & Awards



HSC Scholarship - Sylhet Education Board, Sylhet

2017

Received a scholarship from Sylhet Education Board. Got selected by my merit score of Higher Secondary Exam.



Crossroads Emerging Leaders Program 2019 - Harvard Business School

Sep 2019

Got selected for Crossroads Emerging Leaders Program 2019 by Harvard Business School. I got \$500 to complete five edx courses selected by Harvard Business School.