



Shrabony Akter

CONTACT



+8801560039831



shrabonyakter143@gmail.com



Uttara, Dhaka-1230

PROFESSIONAL SKILLS

- Customer Service & Support
- Strong Communication
- Problem-Solving & Critical Thinking
- Sales & Marketing
- POS System Operation
- Administrative & Receptionist Duties
- Time Management & Organization
- Teamwork & Collaboration

SOCIAL LINKS



www.facebook.com/shrabonyakter



www.instagram.com/shrabony.akter/

LANGUAGE SKILLS

- English
- Bangla
- Hindi

ABOUT

I am currently working as a Customer Care Associate at (ISSL) Grameenphone, where I assist customers, resolve issues, and ensure quality service. This role has enhanced my communication skills, patience, and problem-solving abilities. With prior experience in sales and administrative roles, I have developed the ability to work effectively in different environments. I am always eager to take on new challenges and learn new skills to improve myself professionally. My goal is to work in an organization where I can utilize my abilities to contribute to its growth while also advancing my career.



EDUCATION

Shympur Govt Model School & College

Higher Secondary
Business Studies
CGPA- 2.33 (out of 5)

Pagla Pilot High School

Secondary School
CGPA- 3.65 (out of 5)

Rasulpur Government Primary School

Primary School
CGPA- Passed



JOB EXPERIENCE

Impel Service & Solutions Limited (iSSL)

Customer Care Representative (Grameenphone)
2024- Continuing

Shwapno

POS Operator
2023-2024

Aarong

Sales Executive
2022- 2023

Ad-Din Medical College Hospital

Receptionist
2022- 2023



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CAREER SUMMARY

A dedicated and customer-focused professional with experience in customer service, sales, and administration. Currently working as a Customer Care Associate at (ISSL) Grameenphone, handling customer inquiries, problem resolution & ensuring excellent service. Skilled in communication, problem-solving, and time management, with the ability to work both independently and within a team. Passionate about delivering quality service and continuously improving skills to contribute effectively to organizational growth.

SKILL DISCRIPTION

Customer Service & Support:

Skilled in handling customer queries, resolving issues, and ensuring customer satisfaction.

Communication Skills:

Strong verbal and written communication in Bangla, English.

Problem-Solving:

Ability to assess situations quickly and provide effective solutions.

POS Operation:

Proficient in managing point-of-sale (POS) systems for smooth transactions.

Time Management: Efficient in prioritizing tasks and meeting deadlines.

Teamwork & Collaboration:

Capable of working effectively both independently and within a team.

PERSONAL INFORMATION

Name	: Shrabony Akter
Father's Name	: Md. Nur Hossain
Mother's Name	: Doly Begum
Date of Birth	: 05 Jul, 1995
Marital Status	: Married
Gender	: Female
Religion	: Islam
Nationality	: Bangladeshi
NID Number	: 7809634178
Mobile	: +8801560039831
Present Address	: Uttara, Sector 9
Permanent Address	: Deora, Barura, Cumilla.

CONCLUSION

I am a hardworking and responsible professional committed to excellent customer service and skill development. With the ability to learn and adapt quickly, I strive to contribute to the success of the organization.