



SADIA FERDOUS PRITY

ENTHUSIASTIC COMMUNICATOR WITH A FLAIR FOR CONNECTING IDEAS AND PEOPLE.

CONTACT

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SOFT SKILLS

- communication
- Leadership
- Problem Solving
- Customer Service
- Active listening
- Computer literacy
- Teamwork
- Time Management
- Content Writing
- Management Skills
- Hosting
- Public Speaking

TECH SKILLS

- Computer literacy
- Canva
- MS Office
- G Suite
- Trello
- Meta Business Suite

PROFILE

Enthusiastic undergraduate with strong communication and problem-solving skills. Experienced in handling queries, coordinating tasks, and supporting clients. Proficient in MS Office and Google Workspace, with strong social media engagement abilities. Passionate about delivering warm, efficient, and positive customer service experiences. Comfortable with remote work environments and digital collaboration tools.

WORK EXPERIENCE

Junior Executive - Query Management

Apple Gadgets, Apple Gadgets is one of the biggest tech retail chains in Bangladesh.

December 2024- Present (**Remote**)

Achievements/ Tasks

- *Efficiently manage and resolve customer queries via email, chat, and other online platforms.*
- *Maintain accurate records of customer interactions and follow-ups.*
- *Collaborate with internal teams to provide timely solutions.*
- *Identify recurring issues and suggest process improvements.*

Customer Service Executive

LEAD Academy, Lead Academy is a leading online learning platform

January 2024 - April 2025 (**Remote**)

Achievements/ Tasks

- *Resolved customer queries promptly.*
- *Engaged customers effectively to build trust.*
- *Collected the highest number of customer contacts.*
- *Oversaw operations through macro-level management.*

Head of Social Media Management

Youth School for Social Entrepreneurs (YSSE), The Youth School for Social Entrepreneurs (YSSE) is a youth-led non-profit organisation dedicated to eradicating extreme poverty and solving youth unemployment.

August 2024 - Present, (**Remote**)

Achievements/Tasks

- *Provided strategic leadership to drive success.*
- *Developed innovative solutions to key challenges.*
- *Led teams to ensure collaboration and results.*
- *Directed social media presence for higher engagement.*
- *Designed impactful social media campaigns.*
- *Oversaw and executed major events successfully.*

Assistant Head of Social Media Management

Youth School for Social Entrepreneurs (YSSE)

September 2023 - July 2024, (**Remote**)

Achievements/Tasks

- *Solved problems with practical and innovative solutions.*
- *Managed teams to ensure collaboration and efficiency.*
- *Handled social media pages to boost engagement.*
- *Organized impactful social media campaigns.*
- *Arranged and executed successful events.*

INTEREST

Cooking | Literature | Movies | Baking | Pets | Crafting | Traveling | Music | Exploration | Interact with new people | Writing | Social Media Analytics |

LANGUAGES

- Bangla
- English
- Hindi

CERTIFICATES

- **Certificate of Volunteerism:** Concept, Engage & Develop (Aug 24, 2023)
A certified online course by Lead Academy
- **Certificate of Participation:** (Sep 22, 2023)
A four days long photography contest arranged by Youth School for Social Entrepreneurs (YSSE)
- **Gold Certificate of Completion Management Trainee Program:** (May-2024)
Youth School for Social Entrepreneurs (YSSE)
- **Certificate of Completion Internship Program 9th batch:** (July 2023-)
Youth School for Social Entrepreneurs (YSSE)

Youth School for Social Entrepreneurs (YSSE)

Junior Associate

Youth School for Social Entrepreneurs (YSSE)
May 2023- August 2023, (Remote)

Achievements/Tasks

- Demonstrated strong leadership to achieve team and organizational goals.
- Applied problem-solving skills to resolve challenges effectively.
- Managed teams to enhance collaboration and performance.
- Oversaw social media pages to improve reach and engagement

Management Trainee

Youth School for Social Entrepreneurs (YSSE)
December 2023 - April 2023 (Remote)

Achievements/Tasks

- Exercised effective leadership to guide teams and drive results.
- Utilised strong problem-solving skills to deliver timely solutions.

Intern

Youth School for Social Entrepreneurs (YSSE)
August 2023 - November 2023 (Remote)

Achievements/Tasks

- Strategic Post and Content Creation
- Content Writing
- Hosting Virtual Programs

EDUCATION

- Bachelor of Arts in English (B.A)
 - Dinajpur Govt Women's College
05/2023 - Present
- Higher Secondary School Certificate (HSC)
 - Dinajpur Govt Women's College
2021 - 2022, GPA 4.07
 - Courses
• Humanities
- Secondary School Certificate (SSC)
 - Collegiate Girl's High school and college Dinajpur
2018 - 2019, GPA 3.33
 - Courses
• Humanities

ACHIVMENTS

- Obtained an A+ grade for a 4-day-long training arranged by Bangladesh Small and Cottage Industries Corporation (BSCIC) (2022)
- Management Trainee of the Month, January (2024)
A recognition by Youth School for Social Entrepreneurs (YSSE) for outstanding performance during the management trainee period.
- Intern of the Month, September (2023)
A recognition by Youth School for Social Entrepreneurs (YSSE) for outstanding performance during the internship period.
- General Member of the Month, July (2023)
A recognition by Youth School for Social Entrepreneurs (YSSE) for outstanding performance during the general membership period.

REFERENCE

1.Nahian Bin Abdullah,
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