

# SURAIYA AKTER

## FACEBOOK PAGE MODERATOR

■ 01636188931 ✉■ irinjahnera31@gmail.com

745, Washpur Garden City Housing, Taranagar, Keraniganj, Dhaka-1312

## PROFILE

Highly motivated and responsible individual seeking the Facebook Page Moderator role at Shopping Zone BD Ltd. Experienced in social media management and dedicated customer support, I bring strong communication skills and multilingual proficiency (Bengali, English, Hindi, Urdu) to enhance online customer engagement and operational efficiency.

## WORK EXPERIENCE

### **Ayesha De Gallery** (2024–Aug 2025)

*Online Moderator*

- Managed all Facebook messages and comments; provided prompt and professional customer support.
- Handled order confirmations and maintained professional client communication.

### **Shopping Zone BD** (2023)

*Online Moderator*

- Managed high-volume customer inquiries and comments on the Facebook page.
- Handled order processing and tracking; maintained necessary documentation.

## SKILLS

**Social Media & Customer Support:** Facebook Moderation, Online Engagement, Customer Service, Problem Solving

**Technical:** MS Word & Excel, Data Entry, Fast Typing

**Soft Skills:** Highly Responsible, Detail-Oriented, Teamwork, Patience

## LANGUAGES

Bengali (Fluent, Native), English (Fluent), Hindi (Conversational), Urdu (Conversational)

## EDUCATION

## **Bachelor of Business Administration (BBA) - Accounting (3rd Year)**

National University (Mirpur College), Mirpur-2

Duration: 2022–2027

### **REFERENCE**

Available upon request