Megla M. Akhtar

Philadelphia | PA |*https://community.mis.temple.edu/meglaakhtar* | *megla.akhtar@temple.edu*

EDUCATION

Temple University – Fox School of Business, Philadelphia, PA
Bachelor of Business Administration   May 2029
Major: Management Information Systems | GPA: N/A

TECHNICAL SKILLS

Database Management: Oracle11i, Microsoft Access
Project Management: Microsoft Project, Word, Excel, Agile Methodologies, JIRA, API

EXPERIENCE

Brett Dinovi Associates, Philadelphia, PA   December 2024 – May 2025
Registered Behavior Technician
- Implemented behavioral plans for K-12 students with learning disorders to improve social skills and academic performance.
- Assisted with intensive data collection through functional behavior assessment, continuous/discontinuous measurements and assessment-based data collection alongside Behavior Certified Behavior Analyst.
- Applied ABA teaching strategies, community-based instruction, functional life skills, and vocational training.

Police and Fire Federal Credit Union (PFFCU), Bensalem, PA   January 2024 – September 2024
Customer Service Representative
- Assisted members by answering inquiries and providing technical support, ensuring smooth customer experience
- Resolved member disputes in a time-efficient and compliant manner to maintain strong customer relationships. resulting in a 15% reduction in escalated complaints.
- Promoted PFFCU products and services such as bank accounts, loans, and credit cards to increase branch sales `

KVK TECH, Newtown, PA   July 2023 – January 2024
Quality Assurance
- Conducted routine walk-throughs of manufacturing areas for adherence with Standard Operating Procedures (SOPs) including sample management and accountability, data integrity and adherence with applicable safety requirements.
- Utilized proprietary software to perform regularly scheduled internal audits of manufacturing areas to support SOP's, cGMPs, FDA, OSHA, EPA and DEA regulations.
- Maintain KPI's related to manufacturing accuracy and conformance with SOP's, regulations and guidelines presented to quality control
- Maintained quality management records (change control, deviation, CAPA, root cause investigations, market complaints, product recalls, OOS and outliers) to ensure compliance with procedures regarding due date requirements.

PROJECT EXPERIENCE

Product Owner User Story Project, Product Management   November 2024 – December 2024
Position Title: Creator
- Competed with skilled Product Owner to write 200 user stories and work with frontend and backend developers to create a testable website.

CERTIFICATIONS

Certification of Completion, My Computer Career   September 2023 – March 2024
Certification of Completion (Product Management), TS4U   September 2024 – January 2025

LANGUAGES

Native Proficiency in Bangla