

EDUCATION

TEMPLE UNIVERSITY— Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: May 2026

Major: Management Information System | GPA: 3.01

Selected Courses: Digital Systems, Financial and Managerial Accounting for Decision Making, Leadership & Organizational Management, Quantitative Methods for Business I

ACTIVITIES

Member, Muslim Student Association

September 2022 - Present

Member, Bengali Student Association

September 2022 - Present

Volunteer, CAIR Philadelphia

October 2019 - Present

TECHNICAL SKILLS

Software Development: Visual Studio Code, Java, Microsoft Word, Excel, PowerPoint

Project Management: Adobe, Microsoft Office

PROJECTS

Building Effective Teams

February 2023 - March 2023

Leadership & Organizational Management

- Collaborated with a team of 5 partners and implemented team building, role definition, and skill programs, fostering stronger, more efficient teams
- Led presentation for building effective teams in the professional world amongst 30+ colleagues that included the key fundamentals on our findings

EXPERIENCE

CELL DOC, North Whales, PA

January 2021 - August 2023

Electronic Repair Technician

- Managed electronic repairs and provided technical expertise at a busy electronic store specialized in mobile devices and consumer electronics weekly
- Diagnosed 20+ electronic devices phones, tablets, and laptops, ensuring quick turnaround times and high customer satisfaction
- Implemented efficient repair processes, reducing repair time by 20% and expanded capacity to serve a developed customer base
- Elaborated with customers to explain service options, priced, and advised servicing, developed a 15% increase in sales of additional services
- Conducted quality control checks on repaired devices to maintain a 98% customer satisfaction rated and uphold store's reputation for reliable repairs

SKILLS

Languages: Bengali: Native Proficiency