

*Detailed Curriculum Vitae*  
**SHARMIN AKTER KONA**



**Mailing Address**

**Sharmin Akter Kona**

Cell No: 01686-410197

E-mail: sharminakterkona5@gmail.com

**Career Objective**

To become a component and effective personnel in my respective field. Willing to work with dedication, sincerity, honesty and earning advancement through hard work to enhance knowledge, skills and qualification.

**Educational Qualification**

**Masters of Science (M.Sc)**

|                     |                          |
|---------------------|--------------------------|
| Name of Institution | : Govt. Titumir College  |
| University          | : Dhaka University       |
| Subject             | : Zoology                |
| Passing Year        | : 2021                   |
| Result              | : CGPA- 3.11 Out Of 4.00 |

**Bachelor of Science (B.Sc) Hon's**

|                     |                          |
|---------------------|--------------------------|
| Name of Institution | : Govt. Titumir College  |
| University          | : Dhaka University       |
| Subject             | : Zoology                |
| Passing Year        | : 2020                   |
| Result              | : CGPA- 3.04 Out Of 4.00 |

**Higher Secondary Certificate (HSC)**

|                     |                         |
|---------------------|-------------------------|
| Name of Institution | : Milestone College     |
| Board               | : Dhaka                 |
| Group               | : Science               |
| Passing Year        | : 2016                  |
| Result              | : GPA- 5.00 Out Of 5.00 |

**Secondary School Certificate (SSC)**

|                     |                         |
|---------------------|-------------------------|
| Name of Institution | : Ashwinpur High School |
| Board               | : Cumilla               |
| Group               | : Science               |
| Passing Year        | : 2014                  |
| Result              | : GPA- 5.00 Out Of 5.00 |

## Experience:

- Worked as a Customer Service Associate in Grameenphone (121, Premium) since 18<sup>th</sup> October 2020 to 19<sup>th</sup> April 2022.
- Worked as a Customer Service Executive in Grameenphone Complaint Management Since 20<sup>th</sup> April 2022 to 31<sup>st</sup> October 2023.

## Special Skill & Attributes

- ✓ Capability of communicating with people effectively and smoothly.
- ✓ Having good analytical as well as judgment skill.

## Computer Proficiency

- ✓ **Microsoft Office** (MS Word, MS Excel, MS Power Point, MS Access)
- ✓ **Internet Browsing** (Web Browsing, Send / Receiving E-Mail, Social Networking).

## Interest & Hobbies

- ✓ Travelling & Visiting Places.
- ✓ Group project, Associate With peoples.
- ✓ Reading Books, Newspapers & Magazines.

## Language Proficiency

- ✓ English: Proficiency in writing, reading, speaking & listening.
- ✓ Bengali: Proficiency in writing, reading, speaking & listening.

## Personal Information

|                |                              |
|----------------|------------------------------|
| Full Name      | : <b>Sharmin Akter Kona</b>  |
| Father's Name  | : Md. Abdul Gafur Mridha     |
| Mother's Name  | : Nasrin Khanom              |
| Date of Birth  | : 05 <sup>th</sup> June 1999 |
| Marital Status | : Unmarried                  |
| Religion       | : Muslim                     |
| Nationality    | : Bangladeshi (by birth)     |
| Gender         | : Female                     |
| Blood Group    | : B+ (Positive)              |
| Nid            | : 2407242508                 |

## Present Address

House: 620, Bhuiyan monjil, Middle Monipur  
P.S: Mirpur Model Thana

P.O: Mirpur-2  
Dist: Dhaka

## Permanent Address

Vill: Ashwinpur  
P.S: Matlab South

P.O: Ashwinpur  
Dist: Chandpur

## Reference

**1. Lt. Col. (Rtd.) Dr. Sufia Khanam**

Cell: 01914-033426

**2. Dr. Tanjina Atique**

Lecture in Bangladesh University of Health Science

125/1, Darus Salam Road, Mirpur-01, Dhaka.

Cell: 01774-655355

**3. D. Myedul Islam**

Team Leader In Genex Infosys Limited

Process: Grameenphone Complaint Management.

Cell: 01708-165244

## Declaration

I do hereby declared that the above information is true and correct to the best of my knowledge.

Signature

**(Sharmin Akter Kona)**

Date: