

LAMIYA HABIBI

Phone: +880-01537323814 | Email: rahmanlamiya78@gmail.com

Present Address: Tajmahal Road, Mohammadpur, Dhaka

Permanent Address: Tekerhat, Kamrangir Char, Dhaka

Career Objective

To build a career in a challenging position where I can utilize my skills, learn quickly, and contribute effectively in a growth-oriented organization.

Work Experience**Customer Support Executive | Genex Infosys Limited (Jan 2025 – Aug 2025)**

- Managed customer queries via phone & digital platforms; provided accurate product/service info.
- Ensured customer satisfaction, complaint handling, and service quality.
- Report writing, teamwork, and call performance maintenance.

CRM Executive (Intern) | Digital Marketing Agency (3 Months)

- Managed CRM tools, lead tracking & customer database updates.
- Supported marketing/sales teams with analytics & reports.
- Followed up with leads and contributed to customer retention.

Educational Qualification

- B.Sc (Running), Bangladesh Home Economics College (DU Affiliated)
- HSC (2022), Azimpur Govt. Girls School & College — GPA: 5.00
- SSC (2020), Sheikh Jamal Govt. Secondary School — GPA: 4.61

Skills

- CRM Handling • Lead Management • Customer Service • Data Entry & Reporting
- MS Word, Excel, PowerPoint • Communication • Problem Solving

Languages

- Bangla: Excellent • English: Good • IELTS Preparation Running

Interests

Reading Newspaper • Travelling • Watching Movies

Declaration

I hereby declare that all the information provided is true and accurate to the best of my knowledge.

.....
LAMIYA HABIBI