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## Umme Habiba

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### Career Summary:

- *Highly adaptable and detail-oriented entry-level professional with hands-on experience in IT systems analysis, English language instruction, telesales, and customer engagement.*
- *Proven ability to analyze business requirements, develop effective communication strategies, and deliver student-centered instruction.*
- *Strong foundation in Agile methodologies, cross-functional teamwork & digital tools such as JIRA and Confluence.*
- *Brings a unique blend of technical proficiency, teaching acumen, and customer-focused mindset.*

### Objective:

- To work as a motivated professional utilizing academic knowledge and practical experience in IT systems, education, and customer service to contribute to organizational success and personal growth.

### Key Proficiencies:

- |                                       |  |
|---------------------------------------|--|
| • Business & Systems Analysis         | • Stakeholder Interaction                |
| • User Story & BRD Creation           | • Teaching English as a Second Language  |
| • Customer Relationship Management    | • Technical Documentation                |
| • Classroom Instruction & Workshop    | • Customer Service & Conflict Resolution |
| • Communication & Presentation Skills | • Sales Strategy & Lead Handling         |

**Date of Birth:** 01<sup>st</sup> January 1998

### Job Experience:

Junior IT Systems Analyst, **Mainwins Inc (Remote) - (Part-time, 20 hrs/week)**

May'25 to till now

- Analyze business needs and translate them into detailed user stories and acceptance criteria.
- Create Business Requirements Documents (BRDs) & functional specifications for new software features
- Collaborate with cross-functional Agile teams, including developers, QA, and product owners.
- Conduct stakeholder interviews to gather and validate business requirements.
- Improve customer care workflows by identifying system gaps and proposing IT solutions.
- Support user acceptance testing (UAT) with test case development and execution.
- Utilize JIRA and Confluence for backlog management and documentation.
- Participate in Agile ceremonies: sprint planning, daily stand-ups, and retrospectives.
- Assist in data analysis and reporting for performance tracking and project planning.

English Language Lecturer, **KFT Collegiate School, BD**

Jul'22 to Apr'23

- Taught English to grades 6–10 in both English and Bengali versions.
- Developed customized lesson plans to meet diverse student needs.
- Organized workshops to enhance conversational English fluency.

- Integrated multimedia tools to boost student engagement.
- Applied modern teaching strategies to improve learning outcomes.
- Assigned reading materials to strengthen comprehension skills.
- Assessed student performance using various evaluation methods.
- Fostered critical thinking through group work and problem-solving tasks.
- Encouraged active participation and maintained a student-centered classroom.
- Supported curriculum development for continuous academic improvement.

**Telesales Specialist, Skytech Solution**

Mar'22 to Jun'22

- Conducted outbound calls to promote products and generate leads.
- Delivered customer-focused service, resolving inquiries and complaints.
- Met sales targets through effective communication and upselling.
- Maintained accurate records using CRM tools for follow-up and conversion.
- Built rapport with clients to increase retention and customer satisfaction.

**Sales Executive, CPR Exchange Limited**

Jul'21 to Feb'22

- Executed direct sales strategies to acquire and retain customers.
- Conducted client consultations to assess needs and recommend solutions.
- Negotiated and closed deals, ensuring post-sale follow-up.
- Coordinated with internal teams to support promotional campaigns.
- Tracked sales metrics and prepared regular performance reports.

**Academic Qualification:**

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|--|----------|
| • MA in Teaching English as a Second Language from Westcliff University, Los Angeles | Pursuing |
| • Master's in English Literature from Tejgaon College with CGPA 3.04 out of 4        | 2023     |
| • Bachelor's in English Literature from Tejgaon College, Dhaka                       | 2021     |

**Professional Development:**

- Actively engaged in a multitude of seminars and events, delving into diverse topics and interacting with industry experts.

**Volunteer Experience:**

- Organized and managed blood donation drives, ensuring efficient operations, recruiting donors, and promoting the importance of blood donation both within the organization and the wider community.

**Soft Skill:** Teamwork, Convincing, Inspiring, Influencing, Negotiation, & Leadership Skills

**Computer Skill:** Sound in Microsoft Word, Excel & PowerPoint Presentation

**Language:** Fluent in both Bengali and English

**References:**

1. Thomas Tischler  
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2. Colonel Babar MD Selim  
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