

Ishrat Jahan

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EDUCATION

Temple University – Philadelphia Pennsylvania Expected graduation 2025
Major: B.B.A Human Recourse Management
Montgomery County Community College - Blue Bell, Pennsylvania Graduated 2023
Major: Associate Degree in Business Administration

EXPERIENCE

Enrollment Services March 2023 - Present
Montgomery County Community College | Blue Bell, PA

- Students received fast help, with inquiries, admissions, and enrollment needs promptly addressed.
- Ensured the accuracy of student data and enrollment processes by keeping thorough records.
- Resolved student problems effectively and cooperated with colleagues to streamline service operations.

Customer Service August 2022 - March 2023
Buy Buy baby | Lansdale, PA

- A track record of provided outstanding customer service and upholding high satisfaction levels.
- Extensive familiarity with Buy Buy Baby's product line, providing customers with knowledgeable advice.
- Competent in working in teams, addressing customer concerns, and supporting training programs.

Customer Service September 2020 - July 2021
Big Lots | Lansdale, PA

- Effectively communicated with customers to comprehend their needs and provide customized answers.
- Effectively listened to client concerns and finding solutions that satisfy them.

Server July 2019 - March 2020
Elm Terrace garden | Lansdale, PA

- Provided excellent service, accurately taking orders, and ensuring a pleasant eating experience.
- Described orders and meeting specific requirements.
- Kept the dining room neat, clean, and welcoming to customers.

SKILLS

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- Manage and prioritize tasks, projects, and schedules effectively.
 - Keep detailed records and documentation.
 - Identify problems, develop solutions, and make decisions to overcome obstacles.
 - Excellent communication and cooperation with others
 - Prioritize time management and organization
 - Ability to adapt new environments

LANGUAGES

English, Bangla, Hindi