

NAHID AKTAR

Virtual Assistant



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3/a Dhanmondi, Dhaka,
Bangladesh

PROFILE

Trustworthy and responsible Virtual Assistant with 7+ years of practical experience and dedicated work ethic. Self-motivated to consistently provide first-class results in line with stringent targets and deadlines.

EXPERIENCE

Virtual Executive Assistant 2020-2022

Idea Play Ltd

- Answered and screened calls to provide information, schedule appointments and take detailed messages.
- Monitored emails, organized inbox, and prioritized messages for supervisor.
- Maintained supervisor's calendar and set up reminders for meetings and appointments.
- Executed travel arrangements by researching and booking flights and accommodations.
- Organized and managed team tasks using Trello and Slack.

Executive Assistant 2017-2020

Idea Play Ltd

- Screened calls and emails and responded accordingly to support executive correspondence.
- Processed travel expenses and reimbursements for executive team and senior management group.
- Screened personal and business calls and directed to appropriate party.
- Managed and reviewed filing and office systems.

Medical Administrative Assistant 2014-2017

Islamic Eye and Laser Centre

- Coordinated customer service, patient scheduling and billing.
- Converted paper charts into digital files and uploaded to EMR system.
- Managed master calendar and scheduled appointments for providers based on optimal patient loads and clinician availability.
- Supported office staff and operational requirements with administrative tasks.

SKILLS

- Executive assistance
- Travel Planning
- Data Entry
- Customer relations and communications
- Scheduling and calendar management
- Document conversion
- Spreadsheet management
- Transcription and dictation

LANGUAGE

- English - Fluent
- Bengali - Native
- Hindi - Advanced
- Korean - Advanced

SOFTWARE

- Slack
- Clockify
- Trello
- G Suite
- MS Office Suit

EDUCATION

BA (Hons) Accounting and Finance

London Metropolitan University
London, UK