

# SANA SAWKAT HOSSAIN

## CONTACTS

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## EDUCATION

**2024- 2025**

Alevel

**2022- 2023**

Olevel

## SKILLS

- Adobe Photoshop
- Adobe Illustrator
- Canva
- Figma
- Microsoft Word
- Microsoft Excel
- Excellent time management
- Ability to work independently and as a part

## VOLUNTEER

### TRANSEND

I participated in community initiatives to support social impact projects. My role involved enhancing outreach, streamlining operations, and ensuring effective engagement to meet objectives. I also helped plan and execute activities to strengthen community relations aligned with the organization's mission, contributing to a positive social impact through hands-on involvement.

I'm passionate about effective communication and problem-solving, ensuring clarity and trust in every interaction. Whether refining brand messaging, resolving customer concerns, or streamlining operations, I bring professionalism and creativity to every task. With a keen attention to detail, I aim to craft meaningful connections and support organizational success.

## EXPERIENCE

**2022 - Present**

**IMPRINT DHAKA LIMITED**

### Leadership & Team Management

- Supervised a customer service team, promoting collaboration and results.
- Ensured effective communication among team members and customers.
- Implemented strategies to enhance service quality and customer satisfaction, improving retention and feedback.

### Customer Relations & Issue Resolution

- Managed client concerns, ensuring prompt resolutions and minimizing financial risks.
- Handled disputes proactively to prevent chargebacks and maintain customer trust.
- Specialized in direct negotiations for favorable outcomes, enhancing operational efficiency and service integrity.

**2020 - 2022**

**BEINGONEFOUNDATION**

### Freelance Copywriter & Graphic Designer

- Developed clear, engaging content for campaigns, ensuring impactful messaging that strengthened brand voice and outreach. Designed visually compelling materials to support branding efforts, maintaining consistency across platforms for effective audience engagement.

## REFERENCES

Sharif Adnan

01794594767

Imprint Dhaka, HR

Subah Hossain

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BeingOneFoundation/ Foundation