



# FAHIMA AKTER

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## PROFESSIONAL SUMMARY

As the Chief Operating Officer (COO) of Rafusoft, I specialize in project management, leading software development projects from initiation to delivery while maintaining efficiency, quality, and client satisfaction. I'm adept at managing cross-functional teams, coordinating resources, and minimizing project risks.

Beyond software, I have extensive experience in digital marketing, graphic design coordination, and e-commerce development. I also contribute actively to Aponn.com, where I oversee HR operations, design strategy, and event and seminar management.

I've successfully organized and managed a wide range of high-impact events and seminars in collaboration with institutions like the ICT Division's iDEA project, the University of Dhaka, and various educational and entrepreneurship-focused initiatives. These experiences have strengthened my skills in planning, coordination, stakeholder communication, and audience engagement.

In addition, I have a background in teaching finance, accounting, and management, and have gained practical experience through internships and volunteer roles in vendor management and utility services. I'm skilled in communication, account handling, and financial planning, with proficiency in modern marketing techniques and industry-standard design tools.

## ACADEMIC BACKGROUND

<b>UNIVERSITY OF DHAKA</b> Executive MBA in Service Management and Tourism	2024-2025 Running Last Semester
<b>DHAKA CITY COLLEGE</b> Department Of Finance & Banking (BBA)	2017-2018 3.33 Out Of 4 Board: Dhaka
<b>DHAKA CITY COLLEGE</b> Business Studies (HSC)	2015-2016 4.33 Out Of 5 Board: Dhaka
<b>CAMBRIAN SCHOOL &amp; COLLEGE</b> Business Studies (SSC)	2013-2014 4.61 Out Of 5 Board: Dhaka

## CAREER HISTORY

### HR | APONN GROUP

2025 to Present

Responsibilities:

[aponn.com](http://aponn.com)

As the Human Resources Manager at Aponn.com, I am responsible for overseeing and managing the full spectrum of HR functions that support the company's growth, culture, and employee development. My role involves strategic planning and hands-on execution across recruitment, training, employee engagement, and organizational development.

### COO | RAFUSOFT

2023 - 2025

Responsibilities:

[rafusoft.com](http://rafusoft.com)

- Project Management:

Lead and managed multiple software development projects from inception to completion, ensuring timely delivery, budget adherence, and alignment with client expectations.

- Developed project timelines, allocated resources, and set milestones to ensure project efficiency and quality.

- Coordinated with cross-functional teams, including developers, designers, and marketing specialists, to meet project goals.

- Monitored project risks, mitigated issues, and ensured continuous improvement throughout the project lifecycle

### JUNIOR OPERATOR | ICT TOWER

2023 Feb to 2023 Dec

Responsibilities:

[ictd.gov.bd](http://ictd.gov.bd)

Managed billing for vendors and provided crucial utility support for the accountant.

Duration: February 2023 – December 2023 (Project Close)\*\*

As part of the **Learning and Earning Development Project (LEDP) under the ICT Division**, I provided essential backend support for vendor billing and financial operations throughout the project's final phase.

## **INTERNSHIP | ICT TOWER**

2022 Oct to 2023 Feb

Responsibilities:

ictd.gov.bd

During my internship with the LEDP Project under the ICT Division, I supported administrative and operational tasks essential to project implementation.

Key Contributions:

- **Vendor Billing Support:**
  - Assisted in preparing and managing billing documentation for vendors, ensuring accuracy and timely submission.
- **Utility Coordination:**
  - Provided utility management support, helping the accountant with tracking and organizing utility-related expenses.
- **Data Cross-Checking:**
  - Reviewed and verified student records and project data to ensure consistency and correctness across systems.
- **Communication & Coordination:**
  - Acted as a point of contact for student inquiries, supporting communication between trainees and the project team.
- **Prototype Readiness:**
  - Assisted in preparing documentation and materials for prototype reviews and evaluation phases.

This internship provided me with hands-on experience in administrative operations, financial documentation, and communication management within a government-led digital development program.

## **LECTURER – COMMERCE | MABS COACHING CENTER**

2018 Feb to 2023 Jan

Responsibilities:

Kalabagan Branch

MABS Coaching • Dhaka, Bangladesh

Taught Finance, Accounting, Management, and Marketing to students across various academic levels. Designed lesson plans, simplified complex concepts, and guided students toward academic excellence.

Key Highlights:

- Delivered engaging lessons in core business subjects.
- Mentored students for board and admission exams.
- Created custom study materials and assessments.
- Maintained strong student and parent communication.
- Gained experience in academic leadership and motivation.

## SELF-EMPLOYED | FREELANCE GRAPHIC DESIGNER

2016 - 2023

### Responsibilities:

Served 5,000+ International Clients

Worked as a full-time freelance graphic designer, delivering creative solutions to over 5,000 clients worldwide, including the USA, UK, Australia, Canada, and more. Specialized in branding, logo design, social media content, print materials, and e-commerce visuals.

### Key Highlights:

- Designed branding and visual assets for global businesses across various industries
- Maintained a 5-star rating on freelance platforms through consistent quality and client satisfaction
- Proficient in Adobe Creative Suite (Photoshop, Illustrator, InDesign)
- Collaborated with clients in both B2B and B2C sectors
- Handled client communication, revisions, and project delivery independently
- Managed deadlines and multiple projects with professionalism and efficiency

## CORE SKILLS

- Communication Skills – Strong interpersonal and professional communication in both English and Bengali
- English Proficiency – Fluent in written and spoken English for business and academic settings
- Graphic Design – Skilled in Adobe tools and visual branding for digital platforms
- Digital Marketing – Experience in social media management, content creation, and paid campaigns
- Account Management – Proven ability to manage client relationships and ensure satisfaction
- Finance & Budget Planning – Knowledgeable in budgeting, financial documentation, and expense tracking
- Event & Seminar Management – Planning, coordinating, and executing educational and professional events
- Business Planning (B2B & B2C) – Developing strategic business models for both corporate and consumer-focused markets
- Microsoft Excel & Word – Proficient in data handling, reporting, and documentation
- Volunteer Experience – Actively involved in community and social development initiatives

## REFERENCES

1. Siddique Abu Bakar  
Phone: +8801715030277  
Senior Secretary  
At the Government Of Bangladesh, Ex - Chairman of the  
Land Reforms Board.

2. Fakir Mohammad Shahidullah  
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Associate Professor & Head of Department (Finance &  
Banking) at Dhaka City College

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5. Md. Foysal Mahmud  
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## DECLARATION OF AUTHENTICITY

I do hereby declare that all information here is true to my knowledge. If required and where applicable, this document can be supported by appropriate authentic certificates/Papers.

Date: 06 July 2025



Fahima Akter