JOY SAHA

ACCOUNTS, OPERATIONS & ADMINISTRATION PROFESSIONAL

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1125, West Shewrapara, Dhaka, Bangladesh

PROFESSIONAL PROFILE

Results-driven and adaptable business professional with 5+ years of experience across Accounting, Operations Management, Sales, Customer Service, Administration, and Business Support functions. Skilled in bookkeeping, financial reporting, CRM, Microsoft Excel, documentation, billing management, stakeholder communication, and operational coordination.

EDUCATION

National University - Bachelor of Business Administration (BBA)

Department of Accounting | 2019-20

Dhaka Board - HSC (Business Studies), 2019 | GPA 3.33/5

Dhaka Board - SSC (Business Studies), 2017 | GPA 3.67/5

WORK EXPERIENCE

Gemcon Group (Gemcon El Mercado) | Project Manager

Nov 2024 - Present

- Oversee day-to-day building operations and smooth facility management.
- Manage billing, payment collections and tenant relationships for 10+ commercial tenants, including BRAC Bank, Dutch-Bangla Bank, Meena Bazar, FutureEd and 10ms English Learning Center.
- Coordinate billing distribution, service charges and utility payment collections.
- Deposit payments into designated bank accounts and maintain transaction records.
- Prepare monthly income and expenditure statements for management review.
- Address tenant concerns and coordinate vendors and service providers.

Ghuriye | Sales Executive (Contract)

Jul 2024 - Oct 2024

- Contract-based seasonal tourism sales role.
- Handled customer inquiries and bookings; supported Tanguar Haur booking strategies.

Therapy Point | Accountant

Jan 2023 - Jun 2024

- Maintained financial records and monthly income and expenditure reports.
- Managed therapy schedules, therapist availability, client appointments and service guidance.
- Assisted parents and guardians with Special Schooling Program admissions and documentation.
- Handled office, therapy and educational procurement, budgeting, expense monitoring and administration.

Gullachut Telecare | Online Sales Executive

Aug 2022 - Dec 2022

- Managed online sales and customer communication.

Homex | Sales Executive

Jan 2020 - Jul 2022

- Assisted walk-in customers with demonstrations, product information and tailored recommendations.
- Conducted Facebook Live sessions to promote products and support online sales.
- Negotiated with customers and managed showroom displays and inventory.
- Coordinated corporate deliveries and ensured timely order fulfillment.
- Processed cash, bank and POS/card payments; prepared monthly sales and transaction reports.

PROFESSIONAL SKILLS

Accounting & Financial Reporting; Financial Record Keeping & Bookkeeping
Microsoft Excel & Data Analysis; Operations Management
Administrative Management; Customer Relationship Management (CRM)
Documentation & Reporting; Communication & Negotiation

PERSONAL SKILLS

Leadership; Team Management; Communication; Problem Solving
Interpersonal Skills; Time Management; Adaptability; Decision Making
Teamwork & Collaboration; Organizational Skills

VOLUNTEER EXPERIENCE

Dohar Blood Bank - Volunteer Moderator (2018 - Present)
MHAPbd - Volunteer (2020 - 2023)
Bornamala Bidyaloy - Founding Member, Volunteer Teacher and Organizer (2018 - 2022)
BD Clean - Volunteer (2018 - 2020)

LANGUAGES

Bangla (Native) | English (Intermediate)

REFERENCES

References available upon request.