

Sidratul Muntaha

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EDUCATION

Education: University at Buffalo (UB)

Honors/Awards:

Honor rolls | Principal award | Perfect Attendance certificates
Financial Literacy Certification (W!SE).
Student Achievement Award (NYC Comptroller)
Certificate of Achievement (College Now).
National honor society | Award of excellence in volunteering

PROFESSIONAL EXPERIENCE

Marks Home Care, Buffalo, New York

Home Care Aide
current

3/22 -

- Provide daily care to elderly clients, including personal hygiene, meal preparation, and medication management.
- Maintain a commitment to providing passionate and professional care in alignment with industry standards.
- Assist patient with daily activities, monitor patients health status and probably notify concerns to a patient's PCP
- Establish open and effective means of communication with patient and their families to understand needs

Wegmans, Buffalo, New York

Cashier
Current

10/21 -

- Assisted customers with product inquiries, locating merchandise, improving overall customer satisfaction.
- Collaborate with the team to maintain a clean and organized checkout area, leading to a positive store environment.
- Maintained accuracy rate in cash handling, ensuring the till balanced at the end of each shift
- Handled customer complaints and returns, resolving multitude of issues without escalation to management
- Ensured all discounts, and special offers were applied correctly, resulting in low customer transaction disputes.

Western Islamic clothing, Buffalo, New York

Assistant manager
10/21

6/21 -

- Oversee the day-to-day operations of the store and answer customer questions about products and services.
- Monitor the store's financial performance by accepting payments, tracking sales, costs of products and expenses.
- Ensure exceptional customer service by addressing customer inquiries, concerns, and complaints promptly.
- Tasks were not limited to attending monthly meetings with the owner, quality control, inventory management.

SYEP, Brooklyn, New York

Mentor: P.M.P. provides free summer school for low-income students
3/20

11/18 -

- Manage students safety and well-being and make them feel comfortable in a positive learning environment
- Planned and implemented daily lessons to groups of students in Math, Science, Social Studies and English
- Employed diverse teaching methodologies to address the individual learning styles and abilities of each student.
- Administered regular assessments to evaluate student progress, adjusting teaching techniques as necessary.

SUNY Downstate Medical Center, Brooklyn, New York

Front Desk Receptionist
08/19

07/19 -

- Managed the reception area, greeting doctors and students daily with professionalism and courtesy.
- Design new shirts clothes for incoming freshmen students and Renew IDs and assistant in events
- Handled confidential patient records and data with utmost discretion, maintaining HIPAA compliance at all times.
- Answer phone calls and quickly and independently to resolve problems while keeping management updated

SKILLS & INTERESTS

Language: Bangla (Fluent), Hindi (basic)

Excellent communication skills

Proficient in Microsoft Office, Excel

Strategic Planning skills

Conflict Resolution

Team Collaboration