**FAHARIA AFRIN**

**New York, NY**

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**ACADEMIC/PROFESSIONAL BACKGROUND:**

**Degree Year University Major**

B.S. 2022 New York City CollegeBusiness and Technology of Fashion

of Technology, Emphasis: Global Fashion and Fashion Merchandising

 module courses

 City University of New York (CUNY)

**Certificate**

Program 2020 Year Up New YorkBusiness Management

**Professional licenses or certifications:**

*Certification in Sexual Harassment, Gender Based Harassment and Sexual Violence Student Curriculum,* 2022, New York City College of Technology, (CUNY)

***RELEVANT PROFESSIONAL EXPERIENCE***

***Retail Sales Associate* Cookies Department Store,** New York **September 2021-April 2022**

* Greeted customers as they enter the store and offer assistance to find products
* Maintained customer loyalty by engaging in conversation and honest recommendations
* Processed sales and organized for shipment or pick-up of the customer's order
* Encouraged customers to join a rewards program and subscription service on the company’s website for money saving methods
* Collaborated with teammates to ensure the sales floor area is neat and representable at all times.

***Patient Access Specialist*** **Hospital for Special Surgery,** New York **August 2019 – Feb 2020**

• Prioritized patient flow, collected co-payments, checked in and checked outpatients, verified insurance to obtain benefits, triaged phone calls, and scheduled appointments daily

• Obtained personal information, demographics, and medical history from patients of 18 doctors

• Assisted supervisor with organizing 100+ receipts for billing

• Placed and expedited orders for echo-cardiograms, casts, and x-rays

• Analyzed and extracted data on Excel to demonstrate the patient flow

• Performed live audits for the Patient Access department

***WORKSHOPS for PROFESSIONAL DEVELOPMENT***

* *Attended,* Guest Speaker and Internship Manager Rachel Fontana for Year Up New York on Career Advisement, 85th Broad St, New York, New York, February 11, 2019, 9 am – 11 am
* *Attended,* Excel Workshop for Career Development, Guest Speaker and Learning Development Manager Francesca Bradley-Hightower, Borough of Manhattan Community College, 245 Greenwich Street, New York, New York, June 20, 2019, 2 pm – 4 pm
* *Attended,* Alumni Lecture for ISEM Wednesday Workshops in preparation for internship, Guest Speaker and Corporate Engagement Cindi Hamm, 55 Exchange PL, Wall Street, New York, July 7, 2019, 10 am – 2 pm
* *Attended,* Alumni Lecture for ISEM Wednesday Workshops in preparation for Year Up graduation, Guest Speaker and Director Dr. Stanley, 55 Exchange PL, Wall Street, New York, January 10, 2020, 9 am – 1 pm

***NETWORKING for Industry Relations/EXPERIENTIAL LEARNING***

* *Attended, The African Origin of Civilization* for John Jay College for Criminal Justice, CUNYat The Metropolitan Museum of Art, 1000 Fifth Avenue 82nd St, New York, New York, March 4, 2018, 12:00 pm – 3:00 pm; and applied knowledgefrom ART 101: ntroduction to Art Course
* *Attended,* Hiring and Networking Event at Midtown Manhattan at the Marriott Hotel 1700 Broadway, New York, New York, on August 10, 2018 from 10 am – 12 pm
* *Attended,* Networking Event with Year Up Alumni at 85 Broad Street, New York, New York on September 18, 2019

***DATABASES for Research Papers/Projects***

* *Contemporary Women’s Issues Database* used in May 2021 for Introduction to Art History course at City University of New York, New York City College of Technology research project
* *Business Source Complete Database* used in April 2019 for Introduction to Business course at City University of New York, Borough of Manhattan Community College group research project
* *Criminal Justice Collection Database* used in October 2017 for Introduction to Psychology course at City University of New York, John Jay College for Criminal Justice group term project

***COMPUTER and TECHNOLOGICAL SKILLS***

* Microsoft Word: Proficient in creating and editing company reports, bulletins, and memoranda to ensure that the layout adheres to corporate style requirements
* Microsoft Excel: Proficient at creating spreadsheets, using tools such as SUM, COUNT, Avg, and TIME for efficient calculations, formatting, and creating Pivot Tables and Pivot Charts from extracted data
* Microsoft PowerPoint: Proficient in transitions, editing, and presenting slideshows
* Access: Beginner at creating database tables, creating dynamic user data forms, managing data entry, and creating complex reports utilizing queries
* EPIC Hyperspace: Proficient in using functions to create and organize patient charts, verify insurance, schedule doctor appointments, and keep track of queues
* Jira: Beginner at incorporating test cases, use cases, user stories, backlogs, and sprints to label and assign projects to team members of the company
* SDLC: Beginner at Software Development Life Cycle tools and incorporating waterfall and agile methods
* Social Media apps: Instagram Insights, Instagram Reels, Instagram Stories, Facebook Ads, Facebook Marketplace, Google Analytics

***Languages***

* Intermediate in Bengali: Speaking and Comprehending

***CIVIC ENGAGEMENT***

* *Volunteer,* at the New York Eye and Ear Infirmary at Mount Sinai Hospital, at East 14th Street and 2nd Avenue, New York, New York to assist medical receptionists with filing documents, creating patient charts, and transporting specimen and patients, from January 2016 – June 2016, for High School for Health Professions and Human Services medical assisting course volunteering requirement