

Date: 4th April, 2023

Letter of Recommendation

I'm the operations manager of Coder De Dhaka Ltd., and I'm writing on behalf of Masuma Akter, a Business development & Data Analyst we've had the pleasure of working with for the last 1 year. We began working with Masuma Akter as a Business development & Data Analyst (in-house) back in 2022 in hopes of improving our daily functions and business strategies. She has proven herself to be a valuable asset and partner and has made numerous contributions to our organization.

Masuma Akter has a profound knowledge of operation tools and technology corporations and has made several changes to our infrastructures that have significantly improved our productivity, efficiency and quality of software products. One of the most beneficial contributions Masuma Akter has made to Coder De Dhaka Ltd. was her restructuring of our implementation and installation procedures. Thanks to her ingenuity, we have streamlined our implementation and installation policies and are happy to report an increase in customer satisfaction of 25% and a decline in service tickets and on-site troubleshooting of nearly 15%.

Masuma Akter has been a wonderful addition to our team and has helped us make long-lasting improvements to our organization with her industry knowledge, dedication, hard work and technology businesses. Any organization would be lucky to have her as a Business development & Data Analyst.

Sincerely,

Md. Monowar Hossain
Chairman
Coder de Dhaka Ltd.
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