

# Ahmed Mustafa Labib

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## Education

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- **Colorado State University | Fort Collins, US** August, 2025 – Ongoing  
PhD in Economics
- **Carleton University | Ottawa, Canada** January, 2019 – January, 2021  
M.A. in Financial Economics  
CGPA: 9.58 out of 12.00  
Thesis: "Impact of Immigration Status and Other Factors on Job Tenure in Canada"  
Research supervisor: Wahid Abdallah, PhD in Economics, Public Policy Economics and International Development

## Computer Skills

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- **Statistical Packages:** Stata, SPSS, R, MATLAB
- **Microsoft Office:** Word, Excel, Powerpoint

## Language Proficiency

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- **IELTS:** 7.5 out of 9.0
- **TOEFL:** 106 out of 120
- **GRE:**
  - **Verbal Reasoning:** 161 out of 170
  - **Analytical Writing:** 5.0 out of 6.0

## Graduate Assistantship

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- **Colorado State University | Fort Collins, US** August, 2025 – Ongoing  
Graduate Teaching Assistant
  - Duties included: Taking recitations, checking scripts, evaluating assignments, proctoring exams
  - Courses taught: Principles of Macroeconomics (Fall 2025)
- **Carleton University | Ottawa, Canada** September, 2019 – April, 2020  
Teaching Assistant
  - Duties included: Taking classes, checking exam copies, evaluating assignments, proctoring exams
  - Courses taught: Introduction to Economic Development (Fall 2019), Intermediate Microeconomics I: Production & Market (Fall 2019), Introductory Econometrics (Winter 2019)

## Job Experience

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- **Pacific Oilfield Engineering | Dhaka, Bangladesh** February, 2024 - Ongoing  
Administrative Assistant
  - Preparing, inputting and proofreading letters, invoices, presentations, publications and other official documents
  - Answering emails, regular mails, telephone queries and messages from people within the organization as well as outside clients

- Arranging and verifying the schedule for appointments and meetings on behalf of the employers and clients.
- **Scotiabank | Toronto, Canada** April, 2022 – November, 2023  
Customer Care Advisor
  - Responding to a high volume of inbound calls regarding banking issues
  - Assisting customers with credit card and debit card inquiry, branch re-direct inquiry, payment disputes, online/mobile banking support
  - Promoting and providing expert advice on company products such as credit cards, check-in accounts, savings programs, investment plans, insurance coverage to customers and prospects
  - Helping customers navigate Digital Banking, booking appointments, paying bills, reissuing lost cards, logging complaints in ECMS, making PLOGs and cases to follow up on unresolved issues, reporting fraudulent activities and unusual occurrences
- **Blue Horizon | Dhaka, Bangladesh** September, 2021 – February, 2022  
Assistant Purchasing Manager
  - Overseeing and assessing the purchasing operations of the business
  - Establishing purchasing guidelines and protocols, and managing the budget for the procurement department
  - Assessing the price and quality of the materials, products and spare parts
- **Teleperformance Canada | Toronto, Canada** April, 2021 – July, 2021  
Web Messaging Agent (for Home Depot Campaign)
  - Communicating with customers through web messaging, resolving their problems and answering their queries
  - Helping customers with their orders, refunds, returns, order cancellations, price matches
  - Keeping transaction records in SAP/CRM, creating tickets for escalated issues in C4C, contacting carriers for delivery issues
- **Blue Horizon | Dhaka, Bangladesh** December, 2016 – October, 2017  
Assistant Manager
  - Communicating between different departments and ensuring company protocols were being followed by staffs properly
  - Keeping computerized records of bills, invoices and inventories
  - Assisted in the process of staff administration, staff salary management, editing tender documents
- **Mystic Minds | Dhaka, Bangladesh** November, 2015 – November, 2016  
Administrative Assistant / Client Service Executive
  - Preparing reports, invoices, presentations and other official documents
  - Delivering creative outlets to clients and explaining client briefs to the internal teams; supervising clients on advertisement related issues
  - Scheduling and organizing appointments, meetings, conferences; responding to emails and telephone queries from clients and office staffs