

# MD. ALAUDDIN

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BANKING, CUSTOMER SERVICE, TRAINING & PEOPLE MANAGEMENT PROFESSIONAL  
With core expertise in

- Customer Service & experience
- Complaint management
- Team leadership
- Training & development
- Sales revenue management
- Operation management

## Profile

- **12+ years of experience in Banking operations & business development** with leadership role in 2 state of art banks- Standard Chartered Bank & BRAC Bank
- **Understanding & acquaintance with audit and compliance** consisting of AML, DCFCL, Vault management, Security management, KYC, ETP, CTR / STR
- **In house trainer in BBL Learning and Development Department** having specialty on Overview on Banking Services, Service Excellence, Management of Customer Account, Negotiable Instruments, Transaction Telling Course, Branch Operations: Managing Risks and Combat Against Fraud & Forgery, FIN 10- Core Banking Software

## Professional Experience

### BRAC BANK LTD

January , 2012 to Present

**Branch Operation Manager (AVP)**, Retail Banking Division

Branch – Banani corporate (current), Elephant Road corporate and Islampur, Dhaka

Lead the flagship branch such as Banani ensuring the overall service quality, compliance framework and Business development. As a front line representative of the bank has the experience of dealing with influential customer segment. Overall act as the key reliever of branch manager.

#### Achievement:

- Achieved individual KPI, weighted average of 140% in 2019
- Generated successful referral of BDT. 120 M (Gentle Park), 10 M (Power Vision) Emerging Loan under 360° banking in 2019 & approved 30 credit cards for its employees
- Opened 17 LC, amount USD 0.7 M approx. and signed employee banking agreement (Energy Plus Communication Ltd) in 2019
- Received Outstanding Performance Award in H-1, 2019 from Cumilla and Dhaka South Region
- Achieved "2B" yearly appraisal rating in consecutive 3 years
- Achieved "Satisfactory" audit rating in Banani Branch in 2018 and "Good" audit rating at Elephant Road Branch in 2017
- Secured land sales proceedings of BDT. 120 M as deposit in 2018 at Elephant Road Branch
- Achieved the BBL Business performance award "Star of Q1, 2016 in Dhaka Central Region

#### Business Portfolio, Process Re-engineering & Corporate Tie Ups management:

- Experience of managing the largest portfolio (around 16000 M FUM) and largest sales & customer service team.
- Experience of handling the recent household biggest portfolio (1390M ) maintaining customer of Banani branch
- Managed and maintained the operational side of the largest BRAC Bank Priority customer base (In terms of numbers) in Bangladesh.
- Association with Branch Governance and HR team to implement innovative banking strategies and training contents to improve the operational process of the bank.
- Lead generated and successfully accomplished several employee banking agreements with prominent organizations of our country such as- SMC, Energy plus Communication, Bikroy.com, Chaldal etc.

- Health Campaign for Senior citizens in Banani old DOHS field
- Retail Banking Campaign at Presidency University, Northern Corporation, South East University etc.

## STANDARD CHARTERED BANK

February, 2007 to January, 2012

**Sr. Customer Service Officer**, Consumer Banking Division, August 01, 2007 - January 21, 2012

Branch - Station Road, Chattogram, Chawk Bazar, Dhaka

Handled day to day transactions, quality service to maximize business opportunities by building relationship

### Achievement:

Contribution of **40MN BDT** at "Dare to Dream" deposit campaign and secured branch award in Y2009.

**Contractual Staff**, Account Service operation, February 10, 2007 - July 25, 2007

Back office - Alico Building, Motijheel, Dhaka

Responsible for processing different types of accounts into the core banking software of SCB(eBBS)

## TECHNOMEDIA LIMITED (Business Partner of NCR)

November, 2006 to February, 2007

### Education

Exam Title	Major	Institute	Result	Passing Year
MBA	Finance & Banking	International Islamic University, Chittagong	CGP 3.81 out of 4	2011
Bachelor of Business Administration (BBA)	Marketing	International Islamic University, Chittagong	CGPA 3.78 out of 4	2006
Higher Secondary Certificate	Business Studies	Dhaka City College	First Division	2001
Secondary School Certificate	Humanities	Sher-e Bangla Nagar Govt. Boys High School	First Division	1999

### Major Training – Courses

Training Title	Institute	Year
"Prevention of Money Laundering & Combating Financing of Terrorism"	BBL	2019
'Foreign Exchange Transaction Reporting to Bangladesh Bank'	BBL, L&D Division	2019
Regulatory Reporting and Common Audit Observations	BBL, L&D Division	2017
Training of Trainers (TOT) program	BIBM	2016
TOT on Finacle-10 Core Banking Software	BBL, L&D Division	2016
Training Program on Retail Asset Products and Credit Card	Brac Bank Ltd	2015
Training on Enhancing sales Efficiency & Service Excellence	Future Leaders	2015

### Personal Details

Father's Name : Md. Abdul Hye (**Former Treasury Manager, ANZ Grindlays Bank**)  
 Mother's Name : Sayera Parvin  
 Date of Birth : October 10, 1984  
 Marital Status : Married  
 Nationality : Bangladeshi  
 Religion : Islam  
 Permanent Address : 182/1, West Kafrul Taltola, Sher-e Bangla Nagar, Dhaka-1207  
**Interest & Activities** : Internet surfing, reading, cricket, songs, traveling

### Reference

Will be provided upon request



**Md. Alauddin**