

Last Updated : **November 26, 2018**

MD. AZIZ AHMED IMRAN

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Career Objective:

To get a challenging career in a reputed organization that fosters self- development and will provide opportunities to apply my academic, conceptual and practical skills.

Career Summary:

I have completed bachelor degree from North South University. Worked for Grameenphone, Standard Chartered Bank, Interspeed, The city bank ltd currently working as associate Manager at the city bank ltd,sylhet

Employment History:

Total Year of Experience : 9.8 Year(s)

1. Senior Executive Officer (September 9, 2018 - Continuing)

United Commercial Bank Ltd

Company Location : Upashahar Sylhet

Department: Imperial Banking

Duties/Responsibilities:

Looking after the priority customer portfolio.

Giving service to Priority Clients

2. Principal Officer (September 18, 2016 - September 6, 2018)

Eastern Bank Ltd

Company Location : Bangladesh

Department: Retail

Duties/Responsibilities:

Banking operation, Retail and SME business of Upashahar branch

3. Relationship Manager (December 1, 2014 - September 8, 2016)

Standard Chartered Bank

Company Location : Sylhet

Department: Retail clients

Duties/Responsibilities:

Loans and advances

portfolio Management

Customer Relations

Dealing with priority clients

4. Relationship Officer (March 11, 2012 - November 30, 2014)

The City Bank Ltd

Company Location : Sylhet

Department: Retail banking

Duties/Responsibilities:

Briefly, the role is to assist the manager in all aspects of the business in the Branch. I am assigned to contact potential customers and build a good relationship for the betterment of the bank. Additionally, my task is to process the loan file of the customer like analysing the transactions, summarizing the information and send it to the Retail Finance Centre.

5. Area Coordinator, Sylhet Region (October 11, 2010 - November 30, 2011)**Interspeed Marketing solutions ltd**

Company Location : Banani, Dhaka

Department: Operations

Duties/Responsibilities:

- . Handle a representative team of more than 100 people around Sylhet region(Sunamgonj, Sylhet, Moulvibazar, Habiganj)
- . Ten Field Supervisors are working under my supervision
- . Monitor the performance of Brand representatives operations all over Sylhet region
- .Monitor the direct sales of SR/BR
- .Maintaining relations with different outlets
- . Giving feedback
- . Recruit people for direct marketing.
- . Arrange training session
- . Follow up

6. Customer manager (October 16, 2008 - October 10, 2010)**Grameenphone ltd**

Company Location : Bangladesh

Department: Customer Service

Duties/Responsibilities:

- Provide one-stop quality Customer Service over phone to ensure positive customer experience.
- Proactively aware/inform customers regarding our products/service
- Sale through inbound and outbound contacts.
- Capture customer insights and escalate critical issues / complaints and provide timely feedback
- Maintain targeted KPI on a regular basis
- Serve customers with helping attitude and thus play a significant role in customer satisfaction, retention, and acquisition. In this way enhance Grameenphone's brand image.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
MBA	Marketing	Sylhet International University, Sylhet	CGPA:3.56 out of 4	2013	1 year	-
BBA	Finance	North South University	CGPA:2.92 out of 4	2010	4 years	Minor in marketing
HSC	Science	M.C. College	CGPA:4.4 out of 5	2005	2years	-
SSC	Science	Blue Bird High School & College, Sylhet	CGPA:4.56 out of 5	2003	2 years	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Customer Service training program	Total operations of contact center agents	Grameenphone ltd	Bangladesh	Dhaka	2008	30days

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 82800
 Expected Salary : Tk. 20,000
 Preferred Job Category : Accounting/Finance, Commercial/Supply Chain, HR/Org. Development
 Preferred District : Dhaka, Sylhet
 Preferred Organization : Banks, Leasing, Manufacturing (FMCG), NGO, Multinational Companies, Embassies/Foreign Consulate, Audit Firms /Tax Consultant, Airline, Overseas Companies, Call Center
 Types

Specialization:

Fields of Specialization
• MBA/ BBA

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	High

Personal Details :

Father"s Name : Md. Khalil Ahmed
 Mother"s Name : Jannath Ara Khanam
 Date of Birth : October 28, 1986
 Gender : Male
 Marital Status : Married
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : 14 (Alibagh), Shagor Dhigir Par, Sylhet
 Current Location : Sylhet

Reference (s):

<u>Reference: 01</u>		<u>Reference: 02</u>	
Name	: Rushdy Md Bakth	Galib Shawkat	
Organization	: North South University	Standard Chartered Bank	
Designation	: Lecturer	Branch Manager	
Address	: North south University, Bashundara	Upashahar Scb bank house, Sylhet	
Phone (Off.)	:		
Phone (Res.)	:		
Mobile	: 01711081916	01714093254	
EMail	: rushdy.bakth@northsouth.edu	galib.shawkat@sc.com	
Relation	: Relative	Professional	

