



KAZI MUHAMMAD NAZRUL ISLAM



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Sharjah-UAE






PROFILE SUMMARY

- A Energetic & top-performing professional with 15 years of work experience in UAE & Bangladesh.
- Possessing extensive experience in Sales, Marketing, Customer Services and Accounts Management.
- Having a track record of coming up with practical improvement initiatives which enhanced a company's overall effectiveness.
- Aspiring for a challenging position within the field of Sales-Outdoor Sales/Marketing/Customer Services/Accounts.



EXPERIENCE SNAPSHOT

- **Branch Manager**
Company : Wall Street Exchange, UAE
Tenure : May 2011 to 15/06/2023

- **Head Cashier cum Customer Service Officer**
Company : Emirates International Exchange, UAE
Tenure : Oct 2008 to May 2011

- **Sales Executive.**
Company : Blue River Electricals LLC., UAE
Tenure : Apr 2007 to Sep 2008

- **Branch Manager**
Company : Grameen Bank, Bangladesh
Tenure : Two Years




ACADEMIC CREDENTIALS

- **Master Degree**
University : National University, Bangladesh
Class : Second Class
- **Degree**
Board : National University, Bangladesh
Class : Second Class
- **Pre-Degree**
Board : Chittagong Board, Bangladesh
Class : First Class
- **SSC**
Board : Chittagong Board, Bangladesh
Class : First Class



COMPETENCIES

- Innovative Thinking
- Creativity
- New Business Generation
- Public Speaking
- Meeting service goals
- Customer satisfaction
- Trouble-shoot skills
- Promoting Brand
- Customer service
- Planning skills
- Relationship Building
- Adaptability
- Leadership Skills
- Flexibility
- Convincing Power
- Complaint Handling



SOFT SKILLS

- Good Communication
- Problem solving
- Abilities To Meet Challenges
- Decision making
- Able to work long hours
- Good Team player
- Thrives under pressure
- Time Management
- Quick Learner
- Multitasking
- Interpersonal skills



IT FORTE

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- IBM AS400
- SYMEX



EXPERIENCE HIGHLIGHTS

- **Wall Street Exchange as a Branch Manager from May 2011 to Till Date**
 - Supervise different processes/operations of the Branch to ensure compliance to regulatory guidelines and efficient customer service.
 - Process successful transactions for Money Exchange, pay time (WPS), Remittance, Western Union, Instant Cash, and Instant Draft & Value-Added Products
 - Manage the operating budget and revenue driving growth
 - Ensure profitability Branch and achieves budgeted targets through Business Development, Cross Selling of Misc. Products and Customer Retentions.
 - Verify vouchers and stock security items on dally basis
 - Ensure procedural and processes are followed
 - Ensure all reconciliations, pending deals are monitored and cleared on time.
 - Deliver Excellent services and ensure store operations are compliant, safe and secure
 - Manage the entire operations of the Branch in compliance with policies and procedures
 - Oversee day-to-day operation, monitor team performance and report on metrics, Motivate team members
 - Prepare sub targets for branch based on the targets obtained from the Divisional Manager
- **Emirates International Exchange, as a Head Cashier cum Customer Service Officer from Oct 2008 to May 2011**
 - Create and maintain a positive work environment for all cashiers
 - Communicate with customers and address any problems they may have
 - Operate registers and perform general checkout functions
 - Maintaining a positive, empathetic, and professional attitude toward customers at all times.
 - Responding promptly to customer inquiries.
 - Communicating with customers through various channels.
 - Acknowledging and resolving customer complaints.
- **Blue River Electricals LLC, as a Sales Executive from 2007 to Sep 2008**
 - Arranging sales visits with prospective clients
 - Giving product demonstrations
 - Maintaining proper sales and performance records
 - Participating in trade exhibitions, conferences, etc.
- **Grameen Bank, as a Branch Manager for 2 Years**
 - Handling customer queries
 - Meeting with staff about business development issue
 - Provide new policies for loans
 - Approach to customer about GPS (Grameen Pension Scheme)
 - Auditing bills
 - Month end report submitting to the area office and monthly target plan making with area Manager



SKILL SUMMARY

- A proven team lead who can motivate team.
- Ability to maintain work Schedules and uphold work standards.
- Attending technical meetings to uphold the project progress.
- Attending service calls on customer complaints or queries.
- Maintaining administrative records and preparing reports.
- Delivering excellence in customer service.



PROFESSIONAL TRAINING

- Marketing Skills Training
- Cross Selling Skills Training
- Customer Service Training
- AML Training



LANGUAGES

- English
- Arabic
- Hindi
- Urdu
- Bangla

PASSPORT & VISA DETAILS



- Passport Number: A07828096
- Place of Issue : Dhaka, Bangladesh
- Date of Issue : 04-May-2023
- Date of Expiry : 03-May-2033
- Visa Type : Employment

PERSONAL SNIPPETS



- Father's Name: Kazi Muhammed Emdadul Haque
- Birth Date : March 04, 1978
- Nationality : Bangladeshi
- Marital Status : Married
- Current Address : Sharjah, UAE
- Permanent Address: Bangladesh