

Md Jashim Uddin

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CAREER SUMMARY

An experienced and well maintained professional having ample amount of knowledge in banking sector and seeking an opportunity in the organization to use my skills and be able to contribute to the firm for which I am working. I will put my best effort to learn the company's policies and make better decisions in the favor of the company.

SKILL SUMMARY

- Customer support (Face to Face or Over Phone).
- Debit and Credit card (Visa and Master) Operation management (Using by Tranzware)
- Software (BEPS) or CTL prime for Master Card).
- Monitoring the daily complain & take the initiatives according the situation.
- Monitoring of real transactions (local & Foreign) both debit & credit card.
- Control the fraudulent activities & also ensure service consistency.
- CRM & IVR tree promote and improvement related task monitors.
- Maintaining dispute report, reversal report and ATM excess found report.
- Batch Run process in TW-CMS (Day close and Day open/General/ Visa batch in TW-CMS).
- Cross sell of several banking products such as Credit Card and Personal Loan.

SPECIAL QUALIFICATION

1. Effective verbal and written communication skills in both Bengali and English.
2. Hardworking, Meticulous about the details in any task.
3. Group or team working ability.
4. Ability to adapt to incorporate New Technologies.
5. Team lead capability.

EMPLOYMENT HISTORY (Total Year of Experience: 6.5 Years+)

Senior Assistant Relationship Officer, (February 07, 2018 - Continuing)

BANK ASIA LTD.

Company Location: DHAKA. Department: Alternative Delivery Channel (ADC) Department.

Major Responsibilities

a. Contact Center monitoring:

- Organize staffing, including shift patterns and the number of staff required to meet demand
- Monitoring the daily complain & take the initiatives according the situation.
- Be available to affect the entirety of the team's operations
- Evaluating executives monthly to make them efficient & service improvement
- Work closely with management to achieve team and department goals.
- Control the fraudulent activities & also ensure service consistency.

b. Customer Handling Against Queries:

- Over phone queries (valued customer)
- Dispute resolve & response customers accordingly(Both debit & credit card)
- Follow up all kinds of waiver proposal
- Card endorsement
- c. Branch Correspondence:**
 - Corresponding with branch employees regarding credit card & debit Card issues.
 - Brief product features Training & Monitoring executives
- d. Maintenance:**
 - Card & card cheque book activation
 - Card block & close
 - Foreign part enables& disable
 - Customer requisition distribute to different wings
 - Miscellaneous correction & maintenance
 - Communicate with Debit card / Credit card (Visa & Master) vendor & ATM Vendors for ensure better customer service

Senior Sales Executive, (September 06, 2012–February 28, 2014)

IFIC BANK LTD.

Company Location: DHAKA. Department: Retail Banking Department.

Major Responsibilities

Branch Correspondence:

- Sales several banking products, Credit Card, FDR etc.
- Overall summary report provide to Group leader/ in charge;
- Monitoring ATM and take primary initiative if necessary;
- Real time monitoring of credit and debit card transaction;

ACADEMIC QUALIFICATION

Exam Title	Concentration/Major	Institute	Pass. Year
MBA	Human Resources Management	Stamford University Bangladesh	2022
BBA	Human Resources Management	World University of Bangladesh	2011
HSC	Business studies	Dr. khandaker Mosarrof Hossain college	2006
SSC	Business studies	Mazigacha M.M. High School	2004

TRAINING SUMMARY

Training Title	Topic	Institute	Country	Location	Year	Duration
People management	Explanation of Brainy Quotes on Leadership	Bank Asia training Institution	Dhaka	BAITD at Lalmatia	2019	15 day
Mastercard	Mastercard Fraud Rule Manager (FRM) & Expert Monitoring System (EMS)	-	Dhaka	The Westin Dhaka	2019	10 day
Retail Banking	CFC,SME Loan	Bank Asia training	Dhaka	Bijoisharoni Road	2018	10 day

		Institution		RangsBhaba n		
Foreign Remittance	Remittance	Bank Asia Foreign remittance dept.	Dhaka	Paltan Corporate office	2018	5 days

Computer Skills

- Expert at MS word, Excel and PowerPoint.
- Good Command's on Social Media marketing (Facebook, Twitter, Instagram, LinkedIn)
- Handling several core banking and Islamic banking middleware.

LANGUAGE PROFICIENCY

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	High
German	High	Standard	Standard

PERSONAL DETAILS:

Father's Name	:	Md. Mojibur Rahman
Mother's Name	:	Zulkha Begum
Date of Birth	:	06 September, 1987
Passport No	:	BY0742915
Religion	:	Islam
Permanent Address	:	Vill+PO= Mazigacha, P/S, Kachua, Dist= Chandpur, Bangladesh
Current Location	:	Dhaka, Bangladesh

REFERENCES:

Md. Moniruzzaman Khan	A.K.M Abdul Mueyed Khan
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