

Curriculum Vitae



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Address: Dubai, United Arab Emirates.

Summary:

Highly skilled and results-driven banker with a strong background in remittance, SWIFT payment, and exceptional customer service expertise. Over 10 years of experience in the financial industry, I have developed a comprehensive understanding of international money transfers and payment systems, & have established a reputation for delivering exceptional customer experiences. An adaptable and proactive professional, I am eager to contribute my expertise to a dynamic banking environment focused on delivering superior remittance services and unparalleled customer support.

Professional Experience:

April 2015 – June 2021:

Senior Customer Service Representative.

International and Local Payment (SWIFT, SARIE, IPS and Remittance)

National Commercial Bank. Head office, Jeddah, Saudi Arabia.

Duties & Responsibilities:

- Efficiently prioritized and promptly addressed issues for Private Banking, Wessam Elite, Platinum, and Gold segment clients. Utilized SWIFT messages and mail to communicate queries, amendments, and cancellations to partners for quick resolution.
- Responding to partner queries with utmost professionalism and timeliness. Handled mails from branch managers, IVR supervisors, and relationship managers, providing rapid solutions and updates to upset clients. Processing mail from partners to significant areas (Business and IT).
- Assigning daily tasks to team members and reported KPIs to direct manager.

Achievements:

- Implemented a data-driven work distribution and handling plan that yielded highly favorable outcomes, including remarkable time savings, increased productivity, and reduced manpower needs.
- Developed a comprehensive master refund file that facilitated daily updates of all refunded transactions, effectively safeguarding the bank from potential significant financial losses.
- Introduced a "checker and maker" policy within the team to review refund transactions prior to sending them to relevant areas, resulting in the detection and prevention of any potential erroneous entries, ensuring accuracy and efficiency.

July 2012 – March 2015:

Customer Service Representative.

Remittance Unit (QuickPay and MoneyGram). National Commercial Bank. Head office, Jeddah, Saudi Arabia.

Duties & Responsibilities:

- Receiving daily complaints and requests from IVR, Branches & On line.
- Closing customer requests/complaints within **SLA** with proper resolution.
- Correspondent to partner banks and MoneyGram International.
- Supporting and training to the remittance branch staff.

Oct 2010 – June 2012: IVR Agent, Contact Center Division.

National Commercial Bank (Out Source by Riadaa) MICT building, Jeddah

Duties & Responsibilities:

- Taking inbound calls from customers.
- Informing / guiding all sort of Phone Banking Procedures.
- Adding international / local beneficiary.
- Making request / complaint of cash deposit and cash withdrawal problem.
- Opening request / complaint for remittance transactions inquiry, amendment& cancellation.
- Activating Quick Remittance Transfer Service.

July 2008 – June 2010: Sales Executive

Chefmanship (Sara Ahmed Athia Est....) Jeddah, Saudi Arabia

Jan 2006 – June 2008: Salesman & Official Secretary: Sabban Center–Mohammed A. Al- Sabban Trading. Jeddah, Saudi Arabia.

Professional Courses:

1. OFAC Sanctions Mandatory Electronic Training.
2. Combating Money Laundering and Terrorism Financing.
3. A Culture of Compliance - Safeguarding Business.
4. Recognizing and Responding to Fraud.
5. Protection of Consumers' Rights.

Educational Qualification:

Bachelor of Arts.

National University of Bangladesh.

Diploma in Computer Science.

NATRAMS, Chittagong, Bangladesh.

Skill sets: -

Problem Solving, Communication Skills, Multitasking and Time Management, Adaptability, Team Collaboration, Analytical Skills and Technology Proficiency.

Languages – **English, Arabic, Urdu/Hindi and Bengali.**

Personal Information:

Date of Birth: 03 November 1979

Gender: Male

Nationality: Bangladeshi

Religion: Islam