



#### CONTACT

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Dibba Branch,  
Dibba Fujairah, UAE

#### EXPERTISE

Remittance processing

Customer management

WPS Salary processing

Foreign currency dealing

Grievance redressal

#### SKILL SET

Knowledge driven

Result oriented

Communication fluency

Relationship management

Flexibility

Quick learner

#### PERSONAL INFO

Date of birth: 30<sup>th</sup> Dec 1976

#### MD MASUDUR RAHMAN

Customer Services Officer cum Supervisor

#### OBJECTIVE

Obtain a position as a team-player in a people-oriented organization where I can maximize my experience in a challenging environment to achieve the corporate goals.

I am motivated and hardworking, seeking my next career challenge.

#### PROFESSIONAL SUMMARY

A passionate and motivated customer service officer having more than 13 years of experience in customer service management, foreign currency dealing, remittance processing, WPS salary processing and KYC documentation. Looking forward to build a career in such industry where I can apply the skills and knowledge I acquired in my career.

#### PROFESSIONAL EXPERIENCE

Organization: Emirates India International Exchange (Dubai, UAE)

Industry : Exchange House (Banking & Finance)

Tenure : 19 Jul 2011 to Current

( Dubai Main Branch-1.5 Years, Jebel ali branch -2 Years, Ajman Branch-4.5 Years ,Khorfakkan Branch 3.5 Years And to Current Dibba Branch)

#### RESPONSIBILITIES

\* Assist with the daily operational oversight of the branch to ensure :

1. Open and close of office, adherence to dual control requirements and security procedures.
2. Adequately schedule staff with appropriately trained personnel.
3. Branch and teller cash limits remain within established guidelines.
4. Quality of work produced in the branch meets guidelines and expectations.

\* Assist in monthly monitoring of the branch for items, such as monthly reporting, compliance, security alarm system overdrafts, collections, and internal controls.

\* Provide support to lenders and business development officers in closing and expanding customer relationships as part of the attainment of individual and branch sales and service goals.

\* Assist Branch Manager in support and guidance to branch retail employees in order to carry out all branch duties and responsibilities to include assisting in staff development training, cross-training, coaching, mentoring, and creating an environment that fosters both teamwork and superior service.

<p>Gender :Male</p> <p>Marital status: Married</p> <p>Passport No : EL0958797</p> <p>Visa status : Resident</p> <p>Nationality : <b>BANGLADESHI</b></p> <p>Driving license: Yes</p> <p>Languages Known Hindi and English Bangla: Native</p>	<p>* Assisting the B.M to ensure all branch employees understand the Exchanges objectives, as well as their individual department objectives and that they work together to achieve the stated objectives. Serve as a resource for branch personnel concerning Exchange products and services, policies and procedures, Retail system questions, and customer issues.</p> <p>* Ensure the branch operates within the guidelines of the compliance policy and the appropriate procedures. * Be completely cross-trained in all Retail functions * Handle WPS transactions and answer customer queries. * Decipher customer needs and offer the best solution based on policies. * Effectively communicate ideas, suggestions for WPS deposit, Foreign Currency and money transfers. * Complete complex transactions (Corporate Transactions, ATM card)</p> <div style="background-color: #005596; color: white; padding: 5px; text-align: center;"><b>ACADEMIC QUALIFICATION</b></div> <p>➤ Completed in Master of arts from National University Dhaka, Bangladesh.</p> <div style="background-color: #005596; color: white; padding: 5px; text-align: center;"><b>COMPUTER SKILLS</b></div> <p>➤ Proficient in MS -Office (Word, Excel, Power Point &amp; e-mail internet) software. ➤ Basic Practical knowledge of Tally.</p> <div style="background-color: #005596; color: white; padding: 5px; text-align: center;"><b>Certifications:</b></div> <p>➤ AML CFT Training Program</p> <div style="background-color: #005596; color: white; padding: 5px; text-align: center;"><b>Reference:</b></div> <p>Will be Provided on Demand</p> <p><b>Md Masudur Rahman</b></p> <p><b>Date:</b></p>
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