

Shamima Akhter
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Subject: Any appropriate position.

Dear Hiring Team,

I am writing to express my interest in joining your esteemed organization, where I can leverage my academic background and extensive experience for mutual benefit. With an Masters in Botany and over 20 years of expertise in the banking and money exchange sector in both the UAE and overseas, I bring a wealth of knowledge in various areas such as Branch Banking, Credit Administration, Currency Dealing, Remittance Product Administration, Exchange House Accounting, Customer Service, WPS Processing, Compliance, and Machine Administration.

My professional journey has equipped me with in-depth insights into crucial aspects such as Anti-Money Laundering (AML) policies and transactions involving sanctioned countries, supported by relevant training in AML protocols. Currently, I am contributing to Multinet Trust Exchange LLC, where my responsibilities encompass Accounting, Remittance Processes, Salary Processing, Customer Service, and Office Visits.

Throughout my career, I have maintained an impeccable track record of delivering high-quality work within challenging timelines. I am confident that my skills and dedication make me a valuable addition to your team, and I am eager to contribute to the success and growth of your organization.

I am enthusiastic about the opportunity to further develop my expertise in a renowned environment and contribute positively to your team. Thank you for considering my application. I look forward to the possibility of discussing how my background, skills, and enthusiasm can contribute to your organization's objectives.

Thank You

Shamima Akhter

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Summary

Remittance Executive at Multinet Trust Exchange in Dubai, UAE. Masters in Science in Botany, motivated to leverage 20 years of banking & Dubai Exchange House experience for impactful contributions in areas such as Credit Administration, Foreign Remittance, and branch banking.

Achievements

- Processed 200+ remittance vouchers, managed daily 20-25 payroll processes, and resolved 75-80% of customer complaints as a Remittance Executive in the exchange house.
- Processed 800-1000 remittance invoices daily in Bank Asia Limited.
- Ensuring customer satisfaction and task handling 80-90%.
- Executed precise and timely credit limit entries, ensured compliance with terms and conditions in sanction letters, and played a pivotal role in loading revolving composite credit limits. Downloaded daily 25+ Credit Information Bureau reports from the Central Bank of Bangladesh website.

Work Experience

Date	Job Title	Employer	City Country
09/11/ 2022 to Till Dates	Remittance Executive	Multinet Trust Exchange	Dubai United Arab Emirates

Summarize main duties and responsibilities

Customer Service Specialist with expertise in handling all business transactions at the counter, ensuring exceptional service delivery. Proficient in processing new company registrations for salary in the wage protection system and updating documentation for existing entities. Skilled in remittance processing, currency exchange, and salary transactions through the Wage Protection System. Demonstrated ability to prepare day-end reports and conduct reconciliations. Capable of taking on the role of a marketing and sales executive during off-peak business hours. Committed to contributing to branch business development initiatives.

Date	Job Title	Employer	City Country
21/10/2018 to 21/12/ 2021	Owner	Function Events & Catering	Dhaka Bangladesh

Summarize main duties and responsibilities.

Founded and oversee a Catering and Event Management company, specializing in coordinating a diverse range of events and providing top-notch catering services

Date	Job Title	Employer	City Country
04/10/2003 to 07/112018	Executive officer	Bank Asia Limited	Dhaka Bangladesh

Summarise main duties and responsibilities.

Accomplished 15 years of banking experience. Initiated a career as a Teller in a top private bank in Bangladesh. Progressed through roles in Credit Administration, Foreign Remittance, and Branch Banking.

Credit Administration Department Head Office

Executed accurate and prompt entry of credit limits. Ensured adherence to terms and conditions in sanction letters. Played a pivotal role in loading revolving composite credit limits. Supervised tasks of the CIB unit for swift, seamless, and secure operations. Compiled a monthly CIB report for submission to Bangladesh Bank. Updated and rectified borrower information in the database.

Remittance Department Head Office

Processed 800-1000 remittance invoices daily. Collaborated with Western Union and instant cash top worldwide exchange houses. Handled 20%-25% of complaints and resolved 80% of them.

Branch Banking

Cash Counter Management, Handled approximately 100-150 transactions daily. Ensured customer service satisfaction with tasks like new account openings and chequebook issuance.

EDUCATION

Date	Degree Title	School Name	City Country
1996	Master's in Science (Botany)	National University	Dhaka Bangladesh

RELEVANT SKILLS

Active Listening. Communication. Computer. Customer service. Interpersonal. Leadership. Management. Problem-Solving. Time Management. Transferable.

LANGUAGES

- Fluent in English. Bangla & Hindi. Conversant in Urdu.