



RAKIBUL ISLAM SARKAR

Customer Service Executive

+971562370640 @ rakibsarkaruk@gmail.com Abu Dhabi City

PERSONAL INFORMATION

Date of birth : 05/03/2001
Nationality : Bangladesh
Living : Abu Dhabi City
Visa Status : Employment

SKILLS

MS office: Excel - Word - outlook
- Sheets

Cash Handling

Customer Service

KYC , CID, CDD , EDD SKILL

Numerical Skills

Computer Proficiency

Creative Problem Solving

Attention to Detail

Time Management

Trustworthiness

Problem-Solving Abilities

Data processing & enquiry

Excellent verbal And written
communication

LANGUAGES

English	Fluent	●●●●●
Hindi	Speaking	●●●●●
Bangla	Native	●●●●●
Arabic	Intermediate	●●●●●

CERTIFICATE

Computer since
Bangladesh Govt ICT Division

SUMMARY

Experienced Bank Cashier with [2 years] in handling FCY transactions, cash deposits, and withdrawals. Proficient in KYC, CID verification, and ensuring AML compliance. Skilled in managing high-volume transactions, reconciling cash balances, and delivering excellent customer service while adhering to banking regulations. Seeking to apply my skills in a dynamic banking environment to support operational excellence and customer satisfaction

EXPERIENCE



Counter Service Executive

05/2023 - 10/2024

NOVO STAR TRADING LLC

Abu Dhabi, United
Arab Emirates

- Managed daily cash transactions and balanced tills accurately.
- Provided prompt and friendly service to customers at the counter.
- Assisted customers with inquiries and guided them on products/services.
- Operated POS systems and processed payments efficiently.
- Ensured the counter area was organized and fully stocked.
- Achieved a customer satisfaction rate of 95% through consistent, high-quality service.



Cashier

02/2021 - 02/2023

BRACK BANK

Dhaka, Bangladesh

- Handled cash deposits, withdrawals, and account transactions with accuracy.
- Delivered excellent customer service, assisting clients with banking inquiries.
- Verified **KYC** and **CID** documentation to ensure compliance with regulatory standards
- Processed payments, utility bills, and account updates efficiently.
- Maintained accurate transaction records and reconciled cash at day's end.
- Adhered to bank policies and ensured compliance with financial regulations.
- Conducted **CDD** for high-risk customers and monitored transactions for AML compliance



Customer Service Associate

02/2020 - 01/2021

Sunflower Life Insurance Company Limited

Dhaka, Bangladesh

- Assisted customers with product selection, provided detailed product information, and addressed their concerns.
- Managed customer complaints and provided solutions to ensure satisfaction.
- Supported the sales team by processing transactions and maintaining customer service standards.
- Ensured proper documentation of customer orders and inquiries.
- Assisted with inventory management, including stock replenishment and product display.
- Helped in maintaining an organized and customer-friendly sales floor.

EDUCATION



Bachelor degree - BBA

City University



Higher Secondary School Certificate

Lakhpur Shimulia College