

RAKIBUL ISLAM SARKAR

Address: Abu Dhabi, UAE

Phone: +971562370640

Email: rakibsarkaruk@gmail.com



PROFESSIONAL SUMMARY

Dedicated Customer Service Executive and Cashier with over 3 years of experience in banking and customer service. skilled in cash handling, KYC procedures, and AML compliance. Proven track record of delivering excellent customer service and maintaining high accuracy in financial transactions. Seeking to leverage my skills in a dynamic banking environment to drive operational excellence and customer satisfaction.

WORK EXPERIENCE

Customer Service Representative

Novo Star Trading LLC, UAE

May 2023 – Nov 2024

- Provided top-tier customer support, achieving a **90% first-contact resolution rate**.
- Managed **50+ daily interactions** via phone, email, and chat, ensuring prompt and effective service.
- Processed orders, refunds, and escalations with **100% accuracy** using CRM systems.
- Strengthening customer loyalty by **15%** through personalized follow-ups and proactive issue resolution.
- Collaborated with cross-functional teams to streamline customer service operations, reducing response time by **20%**

Front Line Cashier

Brack Bank LTD, Bangladesh

Feb 2021 - Feb 2023

- Handled cash deposits, withdrawals, and account transactions
- Verified KYC and CID documentation for regulatory compliance
- Processed payments, utility bills, and account updates
- Conducted CDD for high-risk customers and monitored AML compliance
- Maintained **100% transaction accuracy**, ensuring error-free cash handling and account processing.
- Enhanced customer experience by reducing wait times through efficient queue management.

Customer Service Associate

Sunflower Life Insurance LTD, Bangladesh

Feb 2020 – Jan 2021

- Responded promptly to customer inquiries via phone, email, and chat.
- Resolved 95% of customer issues on the first contact, maintaining high customer satisfaction rates.
- Documented interactions and feedback in CRM systems for process improvement.
- Delivered personalized insurance solutions, boosting sales by 10%.

SKILLS

- | | |
|------------------------------------|--|
| • MS Office (Word, Excel, Outlook) | • Creative Problem Solving |
| • Cash Handling | • Sales, Marketing |
| • Customer Support | • Time Management |
| • KYC, CID, CDD, EDD | • Data Processing and Inquiry |
| • Computer Proficiency | • Excellent Verbal and Written Communication |

EDUCATION

- | | |
|--|----------|
| • Bachelor of Business Administration (Accounting)
City University | May 2023 |
| • Certification: Computer Science, Bangladesh Govt ICT Division | Dec 2017 |

LANGUAGES

- | | |
|-------------------|------------------------|
| • English: Fluent | • Bengali: Native |
| • Hindi: Speaking | • Arabic: Intermediate |

ADDITIONAL INFORMATION

- Nationality: Bangladesh
- Visa Status: Employment