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Al Qouz 2, UAE

EDUCATION

Bachelor of Business
Administration, Banking and
Finance

Prime University, Mirpur,
Dhaka, Bangladesh
February 2008
CGPA: 3.71

HSC, Commerce
Bikrampur Tongibari College,
Tongibari, Munshiganj,
Bangladesh
December 2003
GPA: 3.50

SSC (Dakhil), Humanities
**Balai Islamia Dakhil
Madrasha**, Munshiganj,
Bangladesh
December 2001
GPA: 3.67

LANGUAGES

Bengali C1

Advanced

English B2

MD IQBAL

PROFESSIONAL SUMMARY

To build up a challenging career in a dynamic and progressive organisation that provides me with the opportunity of career development through working maximum commitment, dedication and hard work.

SKILLS

- Communication
- Mathematical
- Customer service
- Adaptability
- Sales skill

WORK HISTORY

December 2023 - Current

LM Exchange - Branch manager

- Operation- Monitor the branch day to day-to-day operation, cash management, customer service, and compliance with anti-money laundering(AML) and know your customer(KYC) regulations
- Staff Management- To Supervise branch staff, training, scheduling, and performance evaluation
- Also, ensure that staff are adequately trained in procedures and compliance measures
- Customer Service-Ensure the high-quality customer service
- Handle the customer issues and ensure that the customer inquires and complaints
- Are addressed promptly and effectively
- Financial Management- Managing the branch's financial performance, including setting and meeting the revenue target, managing expenses, and ensuring accurate accounting and reporting
- Compliance and Risk Management- Ensure the branch adheres to all relevant laws and regulations, including AML, KCY, and reporting
- Business Development- To take different initiatives to develop the branch business
- Security- Ensuring the security of cash and other assets at the branch is essential
- Reporting- Preparing and submitting daily and monthly reports to higher management, providing updates on the branch's performance, financial status, and compliance issues

January 2019 - November 2023

Al Ghurair Int'l Exchange - Branch supervisor, Dubai, UAE

- Ensured smooth branch operations by overseeing daily activities.

- Boosted staff morale with regular team building exercises.
- Managed staff scheduling for optimal productivity.
- Streamlined processes to enhance customer experience.
- Supervised branch personnel for improved performance standards.
- Provided excellent customer service, resulting in increased client satisfaction.
- Conducted employee performance reviews to maintain high standards of work quality.
- Coordinated with other branches, fostering a collaborative working atmosphere.
- Maintained safety and security within the branch premises by enforcing strict regulations.
- Handled customer complaints promptly, ensuring customer retention.
- Ensured compliance with company policies and procedures for smooth operational flow.
- Assisted in recruitment process, leading to well-rounded teams.
- Facilitated training programmes for staff development.
- Capitalised on industry and marketplace trends to enhance sales solutions and approaches.
- Improved operations by implementing training and development sessions into employee schedules.
- Increased new business connections and revenue generation opportunities by improving networking strategies.

January 2014 - December 2018

Al Ghurair Int'l Exchange - Assistant Branch- Incharge

- Communication- Maintain open communication with the Branch Supervisor and other team members to ensure that everyone is informed of relevant information and updates
- Reporting- Helps to Supervisor to prepare and submit reports to management as required
- Business Development- Assist in implementing strategies to attract new customers and increase revenue
- Risk Management- Identify and address any potential risk at the branch
- Work with the branch Supervisor to implement measures and mitigate risk to ensure the safety of staff and customers
- Training and Development- Provide ongoing support and coaching to ensure that staff members perform their duties effectively
- Financial Management- Support the Branch Supervisor in managing the branch's financial performance
- Customer Service- Ensure that high-quality customer service is maintained at all times
- Staff Supervision- Provide guidance and supervision to branch staff
- Operational Support- Assist in managing the day-to-day operations of the branch, including cash handling, customer transactions, and ensuring that all processes are conducted efficiently and accurately

May 2012 - December 2013

Al Ghurair Int'l Exchange - Cashier

- Cash Handling- Accurately count and handle cash transactions, including buying and selling foreign currency and other financial instruments
- Maintain proper cash balance and reconcile discrepancies

- Customer Service- Provide friendly, professional, and efficient customer service to individuals exchanging currency or conducting other financial transactions
- Answer customer inquiries
- Transaction- Remittance, WPS, GPSSA, VAT processing, and disbursement at the branch
- Dealing the foreign currencies with individual and corporate customers
- Handling Xpress money, Western Union, Trans Fats, Instant cash Eze remit, and other products
- Account opening- To open new NRE/NRO for Indian, and Bangladeshi customers
- Marketing- Visit the individual and corporate customers for marketing purpose

January 2011 - April 2012

Dutch-Bangla Bank Ltd. - Assistant relationship officer

- Communicate with existing and new customers to sell the bank's products
- Opening the different types of accounts for different categories of customers
- Issuing the ATM card, PIN, and Cheque
- Selling Credit cards and different types of loans
- Actively work with colleagues as a team member
- To listen to the customer inquiries and give the solution

January 2004 - March 2004

Islami Bank Bangladesh Ltd. - Intern

- Opening the different types of accounts
- Posting PV and RV
- Processing the LC

ADDITIONAL INFORMATION

Completed the AML/CFT training., Learned how to gather more information about customers., Gained knowledge on precautions to handle new and existing customers., Identified genuine customers and rectified fraud customers.

CUSTOM

- Playing football and Cricket
- Travelling