



MIR HAIDER

Career Objective

Aiming to join an established organization like your organization where I can add value through my skills in financial analysis, business development and corporate finance, which can help me learn new skills and values creative problem solving skills and analytical thinking.

Career Summary

I worked at Mutual Trust Bank Ltd. as a Call Center Executive with overall banking practices. Except that, I did my work at IT Craft as a Marketing Executive Officer and I did my internship at Southeast Bank Ltd. for three months. I worked also at MetLife Bangladesh as a Financial Associate. So I do believe in teamwork as it contributes efficiently towards success.

Academic Qualifications

Master of Business Administration (MBA)

Institute	: University of Rajshahi.
Concentration	: Finance
Result	: CGPA-3.75 (Out of 4.00)
Course Duration	: 1 Year
Passing Year	: 2019

Bachelor of Business Administration (BBA)

Institute	: North Bengal International University, Rajshahi.
Concentration	: Finance
Result	: CGPA-3.92 (Out of 4.00)
Course Duration	: 4-Year
Passing Year	: 2018

Higher Secondary Certificate (HSC)

Institute	: Varendra College, Rajshahi.
Group	: Science
GPA	: 3.50 (Out of 5.00)
Passing Year	: 2013

Secondary School Certificate (SSC)

Institute	: Masjid Mission Academy School & College.
Group	: Science
GPA	: 4.38 (Out of 5.00)
Passing Year	: 2011

Work Experiences


Call Center Executive

(May 2022-Sep 2023)

Mutual Trust Bank PLC. (MTB Tower Branch, Dhaka)

- Identify customer needs, gives precise information with clarification and provide appropriate solutions for ensuring utmost customer satisfaction.
- Executing customer request, resolving complaint and refer unresolved customer grievances to designated persons.
- Obtain and examine all relevant information with a view to assessing the validity of complaints.

DETAILS

 Ranibazar-190, Ghoramara, Boalia, Rajshahi-6100.

 +8801718822679

 mirhaiderhimel@gmail.com

Nationality: Bangladeshi

Date/Place of Birth:

02/05/1996, Rajshahi

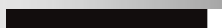
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SKILLS

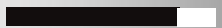
Communication Skill



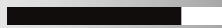
Time Management



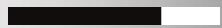
Passion for Learning



Ability to multi-task



Problem Solving



Analytical Thinking



LANGUAGE PROFICIENCY

Bangla: Native

English: Professional

SOFTWARE

- Skills on CMS (Card Management System), CBS(Core Banking System), TWCMS (Transware Card Management System), VOC.
- Office Application(MS word, PowerPoint, Excel)
- Windows (XP/ 7,8,10)
- Adobe Photoshop

Marketing Executive Officer

(Feb 2020- Mar 2021)

IT Craft (Station Road, Rajshahi)

- (a) Developed and executed marketing programs and general business solutions resulting in increased company exposure and elevated sales numbers.
- (b) Worked with communication team to drive internal promotion of company programs, initiatives and mission.
- (c) Established targets for social media platforms to reflect business objectives.

Internship Experience

Intern

(May 2018- Aug2018)

Southeast Bank Limited, Rajshahi Branch

- (a) Assisted customers with setting up or opening or closing accounts, completing loan applications and signing up for new services.
- (b) Responsibility was to take check orders and keep detailed records of transactions.
- (c) Established new accounts for high net worth individuals and serviced existing accounts to maximize revenue.

Computer Proficiency

MS Office Application

(Jan 2017-Jun 2017)

Campus Institute of Science & Technology, Rajshahi

- (a) Expertise knowledge of using Windows Operating System and of accessing internet.
- (b) Eligible in MS Office Word, MS Excel, Power Point and others basic computer programs.

Personal Informations

Name	: Mir Haider
Father's Name	: Mir Asir Uddin
Mother's Name	: Hamida Begum
Date of Birth	: 02/05/1996
Gender	: Male
Marital Status	: Unmarried
Present Address	: Ranibazar-190, Ghoramara, Boalia, Rajshahi-6100.
Permanent Address	: Ranibazar-190, Ghoramara, Boalia, Rajshahi-6100.
Religion	: Islam
Nationality	: Bangladeshi
National Id	: 780 070 7395

HOBBIES

- Learning a new skill
- Computing
- Playing team sports
- Solving puzzles
- Travelling

Training and Workshops

- Training Title: Business Etiquettes and Call Center Customer Service Soft Skills
Topic Covered: Overall Banking Products and Services and Soft skills (CBS, CTI, CMS, TWCMS)
Institute: MTB Training Institute
Training Duration and Year: 2 month (2022)
- Training Title: Direct Selling and Marketing Banking Products.
Topic Covered: To sell banking products (All sorts of credit card sales)
Institute: United Commercial Bank PLC
Training Duration and Year: 1 month (2021)
- Training Title : Sales Policy-FA(2020)
Topic Covered: Policy of sales of insurance and financial associate's duties.
Institute: MetLife Bangladesh
Training Duration and Year: 1 month (2020)

Extra-Curricular Activities

1. **Brand Promoter of Square-‘Chopstick Noodles’** (Mar2022)
 - Demonstrated and provided information on Chopstick noodles for Square.
2. **Surveyor of ‘Keya Cosmetics Limited’** (Nov2015)
 - Surveyed the market on “Keya cosmetics and toiletries products” for the development of new products in the existing product line.
3. Participated on “Debate Competition (Interdepartmental)”- arranged by North Bengal International University, Rajshahi.

References

Prof. Dr. M. Amzad Hossain
Professor
Department of Finance
University of Rajshahi.
Mobile: +8801712061028
E-mail: mdahossain@ru.ac.bd

Noor Mohammad Shafi Kamal
Head of Digital Banking and Innovation
Commercial Bank of Ceylon
Hadi Tower, Road: 50, Gulshan-2, Dhaka.
Mobile: +8801712006950
E-mail: m.shafi.kamal@gmail.com

Declaration

I, the undersigned, certify to the best of my knowledge and belief that the mentioned data are correct with describe my qualification and me.

Mir Haider

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