

## **ADNAN ZAMAN**

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### **SUMMARY OF EXPERIENCE**

A well organised, dependable professional with experience in finance, operations and client service. Demonstrated ability to build and maintain strong customer relationships. Experienced in a variety of business and service tasks with an ability to solve problems quickly and effectively. Flexible and adaptable to changing working environments.

Committed to providing a high level of customer service and collaborating with others to foster a team-oriented environment.

#### **Key Strengths:**

- Attention to detail
- Client focused
- Team player with ability to build relationships internally and externally
- Pro-active in working unsupervised to deliver results
- Accepts responsibility and takes ownership of a problem
- Planning and Prioritising, well-developed time management and scheduling abilities
- Data Analysis, Financial Analysis, Quality Assurance

### **EDUCATIONAL QUALIFICATIONS**

<b>2018 – Present</b>	<b>Master of Analytics</b> University of New South Wales (Sydney, Australia) <ul style="list-style-type: none"><li>• Part-time, Online</li></ul>
<b>2018 – 2019</b>	<b>Graduate Certificate of Information Technology</b> Deakin University (Melbourne, Australia)
<b>2017 – 2018</b>	<b>Graduate Certificate in Business Administration</b> University of Melbourne (Melbourne, Australia)
<b>2010 – 2012</b>	<b>Bachelor of Business (Accounting, Banking and Finance)</b> Monash University (Caulfield, Melbourne, Australia) <ul style="list-style-type: none"><li>• High Credit Average</li><li>• Leaders Program 2012 - Monash University Faculty of Business and Economics</li></ul>
<b>2009 – 2010</b>	<b>Diploma of Business</b> Monash College (Melbourne, Australia)
<b>2005 – 2008</b>	<b>GCE Advanced Level</b> British Council (Dhaka, Bangladesh) <ul style="list-style-type: none"><li>• Accounting, Mathematics, Physics</li></ul>
<b>1998 – 2005</b>	<b>GCE Ordinary Level</b> Scholastica (Dhaka, Bangladesh) <ul style="list-style-type: none"><li>• Accounting, Economics, English Language, Mathematics, Pure Mathematics, Physics, Chemistry, Bengali</li></ul>

## **PROFESSIONAL EXPERIENCE**

### **➤ Jul 2017 to Jan 2018 – National Australia Bank (Melbourne, Australia)**

#### **Analyst – Invoice Finance Operations (Working Capital Finance)**

- Assess, in accordance with operational procedures, and process invoice statements received from customers.
- Reconcile the Certificate of Debtors to the NAB end of month reports and process the adjustments required in accordance with operational procedures
- Answer incoming and make outgoing phone calls from/to customers regarding the operation of their Invoice Finance facility
- Work pro-actively within a team environment to provide exceptional customer service whilst minimising risk.
- Adhere to Service Level Agreements with internal stakeholders & external customers

### **➤ Mar 2016 to Jun 2017 – Computershare (Head Office, Melbourne, Australia)**

#### **Reconciliations Analyst – Finance (Australia and New Zealand)**

- Reconciling bank accounts involved in shareholder payments
- Ensuring all system based and manual reconciliations are completed within service level agreements and are effective as a key control over cash transactions
- Ensuring all aged, outstanding reconciliation items are investigated and cleared, and rigorous follow-ups occur across all reconciling items
- Ensuring compliance with all Computershare risk, controls and compliance processes
- Identifying and escalating areas of risk or problems to line manager and/or Team Leader as appropriate
- Mitigate risk of fraud or financial liability to the organisation, ensure duplications do not occur and identify any incorrect transactions being processed
- Ensuring records are up-to-date so that they can be used with confidence by other departments within Computershare
- Establishing and maintaining documented process/procedure manuals of all processes within the reconciliation function
- Liaising with internal and external stakeholders regarding account reconciliations
- Providing accurate and timely daily, weekly and monthly reporting as outlined in check lists and procedure manuals

### **➤ Dec 2014 to Dec 2015 – Proclaim Management Solutions (Melbourne, Australia)**

#### **Client Reporting Analyst**

- Responsible for the provision of escrow account and loss fund information to all clients, insurance brokers, and account managers
- Reconciling, analysing and investigating financial data in all escrow accounts
- Producing monthly bordereaux reports for various clients within specified deadlines; ensuring the reports are reviewed internally and subsequently sent out to clients
- Maintaining and updating register of outstanding collections and invoices; monitoring bank deposits and ensuring deposits are correctly allocated in the escrow accounts
- Providing timely and accurate responses to accounting and technical queries from internal stakeholders and external clients; liaising with internal departments to investigate any issues
- Performing administrative duties such as account opening, maintaining records and handling client documents and materials
- Collect, enter and extract data. Ad hoc reporting and analysis of client data to identify key trends

➤ **May 2013 to Dec 2014 – Goodyear & Dunlop Tyres (Head Office, Melbourne, Australia)**

Analyst – Finance (Aug 2014 to Dec 2014 - Contract Role)

- Managed a project to reconcile backlog of invoices received by Beaurepaires from Total Tyres, both of which are subsidiaries of Goodyear Dunlop Tyres
- Analysing and updating data in SAP; investigating unmatched invoices
- Liaising with internal and external stakeholders regarding invoicing queries
- Providing regular reports to management regarding progress of the project

Achievements:

- Matched over \$34 million in invoices belonging to the period Dec-2013 to Nov-2014
- Established and documented process/procedure manuals

Officer – Retail Operations Support Team (May 2013 to May 2014)

- Providing frontline support to Beaurepaires retail stores nationally and point of contact for all queries regarding transaction activities, stock availability, inventory ordering and price loading
- Ensuring store operations were effective at all times and costs were controlled from the head office
- Assisting stores with product and service information, account pricing and general customer issues
- Preparing daily and weekly reports; general administrative duties

**CASUAL WORK EXPERIENCE WHILE COMPLETING UNDER-GRADUATE STUDIES**

- **Jul 2012 to Jan 2013 - Collections Officer, Probe Group (Melbourne)**
- **Jul 2011 to Jun 2012 - Market Research Interviewer, I-View (Melbourne)**
- **Oct 2010 to Jul 2011 - Sales Representative, TSA Telco Group (Melbourne)**

**PROFESSIONAL DEVELOPMENT AND TRAINING**

- 1. Leaders Program 2012 - Monash University Faculty of Business and Economics (Australia),** which entailed:
  - The Cranlana Colloquium – a four-day program on the nature of leadership and to enhance the capacity of participants to exercise informed, ethical and strategic judgement
  - Project Management Workshops – Identifying, Launching and Reviewing Projects
  - Team Project – Melbourne City Tour for first year university students
  - Leaders Seminars – speakers presenting on topics relating to leadership in business, industry and community
  - Leaders Skills Workshops – Effective teamwork in business, Leadership for new managers, Careers and Leadership
  - Volunteering – Commerce Scholars Day and Monash & Viewpoint Grand Final
  - Psychometric Testing (GeneSys 15FQ+) – to identify areas of strength and opportunities for development
- 2. Training on L/C - UPAS, Back to Back, Transferable, At Sight, Confirm, Irrevocable & others L/C – BDJobs Training (Dhaka, Bangladesh)**
- 3. Meditation Training: Quantum Method Course – Yoga Foundation (Dhaka, Bangladesh)**

**TECHNICAL SKILLS:**

Microsoft Word	Microsoft Excel	Microsoft PowerPoint	Microsoft SharePoint	Microsoft Outlook
Lotus Notes	SAP	SQL	Microsoft Access	Adobe Photoshop

**INTERESTS**

Food, Movies / Documentaries / Music, Martial Arts, Travelling, Meditation

**LANGUAGE PROFICIENCY:**

Language	Reading	Writing	Speaking
English	Proficient	Proficient	Proficient
Bengali	Native	Native	Native
Hindi	-	-	Elementary

**PERSONAL DETAILS:**

Date of Birth	:	May 31, 1988
Gender	:	Male
Marital Status	:	Single
Nationality	:	Bangladeshi
Bangladesh Passport Number	:	BH0056576
National ID Card Number	:	420 138 1136
Religion	:	Islam
Permanent Address	:	House 7, Road 8, Sector 3, Uttara, Dhaka
Current Location	:	Dhaka

**REFEREES**

Referees can be provided on request.