

Liyana Ashraf

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Hatijheel, Dhaka 1219



Career overview

Seeking a job that provides me the research motivation and self-development to seek challenging assessment and responsibility, with an opportunity for growth, career advancement and self-development that help me achieve personal as well as organizational goals.

Working experience and responsibilities

Organization: Lanka Bangla Finance Ltd.

Location: Mollah Tower, Middle Badda

Department: Auto loan

Division: Retail Financial Service

Designation: Deputy team leader

Joining date: 4th April, 2021

Ending date: 7th January 2023

❖ Duties/Responsibilities

- ✓ Providing customer service
- ✓ Providing feedback to the customer
- ✓ Trying to achieve the given business target
- ✓ Monitoring the payment of customer of Auto loan
- ✓ Giving all kind of payment, Product and Service-related information to the Auto loan customers
- ✓ Ensuring accurate & timely service notification via E-mail, SMS and Web
- ✓ Follow up the Auto loan customers through various channels
- ✓ Assist the respective Relationship Manager
- ✓ Communicating with various branches to give proper service to the Auto loan customers
- ✓ Prepare monthly report of payment update of Auto loan customers

Organization: Eastern Bank Ltd.

Location: Sabera Tower, Gulshan circle 2.

Department: Service and Business Quality

Designation: Trainee Assistant Officer

Duration: 25th February, 2020 to 7th March, 2021

❖ Duties/Responsibilities

- ✓ Providing customer support through various channels
- ✓ Handle complaints and queries of customer
- ✓ Provide feedback to the customer
- ✓ Assist the respective supervisors
- ✓ To handle all customer maintaining quality of service and accuracy of information
- ✓ Ensure given target to achieve business objective

Organization: Dutch Bangla Bank Ltd.

Location: Ring Road, Adabor, Mohammadpur, Dhaka-1207.

Department: Clearing, Accounting opening, General Banking

Designation: Intern

Duration: 24th January, 2016 to 24th April 2

Academic Qualifications

Names of Degree	Names of the Institute	Concentration/Major	Result	Year
Master of Business Administration (MBA)	Bangladesh University of Professionals (BUP)	Finance	3.70/4	2019
Bachelor of Business Administration (BBA)	National University	Marketing	3.55/4	2016
Higher Secondary Certificate	Cantonment College, Jessore	Business Study	4.80/5	2009
Secondary School Certificate	Govt. Girls High School, Jessore.	Business Study	5/5	2007

Training completion

Training Title	Topic	Institute	Country	Location	Year	Duration
Office Application for Smart Office	Word, Excel and Power Point	Institute of Information Technology (IIT)	Bangladesh	University of Dhaka	2015	3 Months

Language Proficiency

Bangla: Mother tongue.

English: Speaking with good competency, reading/writing with good proficiency

Personal Information

Father's name	: Md. Ashraf Uddin Mollah
Mother's name	: Mrs. Ashrafun Nessa
Date of birth	: February 27, 1992
Gender	: Female
Nationality	: Bangladeshi
Marital Status	: Married
NID	19922690230000345
Religion	: Islam

References

1) Kazi Mamun

LankaBangla Finance Ltd.
Relationship Manager
01796228228
Email: kajmamun17@gmail.com

2) Sheikh Badruzzaman

Dutch Bangla Bank Ltd.
Officer
01717593177
Email: badruzzman.sheikh@dbbl.com.bd

UNDERTAKING:

I undersigned and declare that the information specified in this resume is true to the best of my belief and knowledge and correctly describes myself, my qualifications and my experiences.

Sincerely,

Liyana Ashraf