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| **Humayun Ahmed, MBA** | 514-649-1502 | Scarborough, ON,M1K 3X9  hahmedripon@outlook.com | [LinkedIn](https://www.linkedin.com/in/hahmedr/) |

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| FINANCIAL SERVICE REPRESENTATIVE | Organized, self-driven **finance professional** with 5 years’ achievement in fast-paced investment management and financial services industries. Outstanding data analyst supports sales growth with investment, trend, risk analysis, compliance and AML process. Excellent communicator builds strategic relationships with stakeholders and clients. Proficient in advanced MS Excel and Hi-Trust. Multilingual English / Bangla / Hindi. Canadian Securities Course (CSC) expected 2020.  **Core Competencies**   |  |  | | --- | --- | | * Financial Analysis & Budgeting * Investment & Trend Analysis * Risk Analysis * Business Partnership | * Anti-Money Laundering (AML) * Fund-of-Funds / Portfolio Management * Account Reconciliations * Client Relationship Management | |
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| EXPERIENCE  HIGHLIGHTS | **Customer Service Specialist,**Millennium1Solutions, Toronto, ON(July 2020 to Present)  Customer Service for Rogers inbound and outbound calls for existing and potential customers.   * Manage customer inquiries in a pleasant, courteous, professional and well-informed manner. * Identify customer’s needs through customer contact while simultaneously reading/updating customer information on the system. * Remain current on program and corporate products and processes. * Provide quality service by accurately assessing and responding to customer needs. * Recommending appropriate options/solutions. * Identifying and resolving complaints. * Influencing to achieve a mutually satisfactory solution and following escalation protocol, as appropriate. * Fulfill customer expectations in a manner that complies with policies, practices and procedures. * Accurately complete appropriate documentation for each transaction, and wrap up calls by inputting data for call history, sending messages to appropriate third parties (e.g., business partners) when required, and/or initiating the necessary customer fulfillment. * Participate in continuous improvements, with focus on service excellence. * Participate in cross training initiatives and mentoring opportunities.   **Debt Collection Representative,** ALORICA, Montreal, QC (February 2020 to June 2020)  Customer Service regarding the Credit One Bank credit card and collection service.   * Handling inbound and outbound collection based calls. * Resolve customer queries, complaints, and collections. * Connects with existing and potential customers and aims to resolve issues related to receivables management. * Escalation calls management. * Supporting the compliance process.   **E-commerce Associate,** Walmart, Scarborough, ON (April 2019 t0 January 2020)  Customer Service for OMNI client.   * Provide customer service by acknowledging the customer. * Identifying customer needs. * Assisting with purchasing decisions. * Locating merchandise. * Resolving customer issues and concerns.   **Finance Assistant**, MainstreamBPO, Sydney, AUS (September 2014 to July 2018)  Collaborated with team leader and investment analysts to support mission-critical investment fund operations, including new investor onboarding, trade entry, and trade redemptions in the Hi-Trust system. Assisted in valuing / unitizing funds. Prepared direct debit files, bank reconciliations, year-end distribution payment reconciliations, and basis confirmation files. Extracted margin loan data for weekly / monthly reporting.   * Offered permanent full-time position after a successful finance internship. * Executed a significant volume of trades daily with an outstanding 0% error rate. * Commended for quick apprehension of complex fund-of-funds (FoF) portfolio management, pricing, and trading. * Utilized internal databases and publicly available information to perform AML / Know-Your-Customer (KYC) procedures over account detail changes.   **Management Trainee**, IDLC Finance Ltd., Dhaka, BD (Jun 2009 to Jun 2011)  Supported investment and sales operations of large financial services institution with data analysis, statistical modeling, and forecasting. Synthesized company financial data and industry forecasts to provide actionable market intelligence and support investment cases. Performed due diligence, initial valuation of discounted cash flows, and risk assessment of proposed investments. Developed presentations and written reports on trends, industries, and individual companies.   * Trusted to manage regional small-and-medium-enterprise (SME) portfolio. * Directed significant branch collections each month. * Reviewed, approved, and negotiated loan refinance to obtain outstanding return on investment. * Commended for operational excellence with 100% reimbursement rate and 99% compliance rate with loan sanctions.   **Finance Intern**, IDLC Finance Ltd., Dhaka, BD (March 2009 to May 2009)  Analyzed and issued recommendations on managing credit risk of SME financing portfolio. Developed financial valuation model to evaluate investment proposals, using growth rate, debt and cash position, and economic trends as inputs. Kept current with developments in economic theory, industrial technology, and finance regulations.   * Assessed rejected investment cases and identified typologies for use in analyzing future investment proposals.   **Student, Finance Coursework**, Online self-study, ON (2019 to Present)  Canadian Securities Institute- Canadian securities law to real-world business cases.   * On track to complete all coursework and certifications by 2020. * Developed mastery of capital markets, risk management, trade positions, and financial products to provide enhanced analytic reporting. * Learned to identify and mitigate sources of market, credit, liquidity, and derivative counterparty risk. |
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| EDUCATION | **Master of Business Administration**, Holmes Institute, Sydney, Australia (2013)  **Bachelor of Business Administration**, Finance/Banking, University of Chittagong, Bangladesh (2010) |
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| TRAINING & DEVELOPMENT | Canadian Securities Course, expected 2020  System Application and Products (F1), expected 2020  Member, Chartered Accountants Australia and New Zealand |