

Abida Tasnim

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Career Objective

To obtain a challenging position where I can apply my knowledge and creativity and utilize my skills for organizational development to achieve the goal.

Education

Bachelor of Business Administration (BBA) North South University Major: Marketing	GPA (on a scale of 4.00) 3.32	Fall 2017
Higher Secondary Certificate (HSC) Viqarunnisa Noon College Group: Business Studies	GPA (on a scale of 5.00) 5.00	2012
Secondary School Certificate (SSC) Viqarunnisa Noon School Group: Business Studies	GPA (on a scale of 5.00) 5.00	2010

Work Experience

United Commercial Bank Ltd Dhaka <i>Junior Officer</i> <i>Business Operations Division</i> Responsibilities:	Apr 2018 – June 2019
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- Assuring audit compliance and procedure quality control through the branch operational review, and recommending and initiating corrective actions
- Enhancing the operational procedure, systems and principles in the areas of information flow and management, business processes and enhanced management reporting
- Organizing and intensifying efficiency support services by upgrading functions and coordinating communication between businesses and support functions
- Coordinating with the branches to ensure overall compliance with the central bank rules and bylaws regarding opening up an account

NRB Bazaar Dhaka	Jan'18-Mar'18
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- Monitored customer experience starting from order placement to payment confirmation make changes where required through support teams to ensure quality standards are met.
- Acted as a liaison between the vendors and the customer.

- Meeting with the vendor, face to face and over the phone, directing about the products on high demand by the customer and which suits customer needs the most

The City Bank Limited

May'17-Aug'17

Dhaka

Intern (Service Quality)

Responsibilities:

- Collected and completed applications with all required documents on daily basis from quality and prospective clients.
- Developed banking relationships with clients offering information about financial products and services.
- Ensured proper service provided to each and every customer as per bank policy, irrespective of their designation.

Young Entrepreneur Society

Sept'13-Dec'14

North South University

Dhaka

General Member

Responsibilities:

- Organized events for a business competition like “AD Makers Bangladesh 2014” and “NSUers Meet Corporate Icons 2014”.
- Gathered entrepreneurship experience in “NSU HAAT BAZAR (Summer 2015)”

Reference

Name: Sabrina Tanveen Ahmed

Position: Executive Officer

Organization: United Commercial Bank Limited

Email: sabrina.ahmed@ucb.com.bd

Phone: +8801767245724

Name: Shahrin Fatema

Position: Senior Financial Analyst

Organization: Savings Institute Bank and Trust, Connecticut, USA

Email: shahrin_pinky@banksi.com

Phone: +16318917407