



# Douglas Benedict Costa

Officer / Analyst

## CONTACT

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Monem Business District, L-12,  
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## SOCIAL

db.costa

douglas costa

douglas-costa

## QUALIFICATIONS

### Master of Business Studies

National University of Bangladesh  
2nd Class  
2011

### Bachelor of Business Studies

National University of Bangladesh  
2<sup>nd</sup> Class  
2005-2008

### H.S.C

Notre Dame College  
GPA-3.7  
2004

### S.S.C

St.Nicholas High School  
GPA-3.63  
2004

## COMPUTER SKILL

- MS Office, Databases, Internet  
browsing and various management  
software.

## TRAINING

- Foundation course of Banking  
from BIBM  
  
- Various mandatory e-learning.  
- Word press, SEO  
-Digital Marketing.

## INTERESTS

Going to the gym- Swimming  
-Cycling-Playing Flute.

## OBJECTIVE STATEMENT

To build my career with an organization which will help me to enhance my learning and give me the opportunity to invest my experience for the organization.

## EXPERIENCE

### STANDARD CHARTERED BANK

#### Financial Transacting-2017 to Present | Officer / Analyst

##### Key Responsibilities:

- Process requests for account to account transfer and local funds transfer.
- Responsible for consumer customer Payroll operation.
- Managing customer experience management system (CEMS).
- Responsible for work process automation.

#### Operational Risk – 2015 to 2017 | Officer / Analyst

##### Key Responsibilities:

- Performing of Positive pay operation.
- Group and Department Reporting – SMIP, Cash KPI, Retail KPI and Bangladesh Bank Cheque Fraud reporting.

#### Clearing Department –2014 to 2015 | Officer / Analyst

##### Key Responsibilities:

- Financial transaction processing of clearing house.
- Operations in Outward & Inward cheques processing.
- Identifying Fraud risks & handle inward and outward clearing instrument.
- Others: Technical Verification, Scanning, Return House.

#### Support service - 2011-2014 | Assistance Officer

##### Key Responsibilities:

- Delivery Management Operation.
- Vander Management.

## PERSONAL SKILL

- Efficiency in English writing, reading, speaking and listening.
- Good in data analysis, planning, accuracy skill and attention to details.
- Excellent problem analysis and judgment according to the situation.
- Ability to keep calm under pressure and a quick learner.
- Self-starter and highly disciplined & Initiative and ingenuity.
- Relationship management and Excellent negotiating skills.

## AVAILABILITY & REFERENCES

As a FTE at Standard Chartered Bank I am required to give 2 months' notice in my current position although this might be negotiable. References are available on request.