

SHEIKH SAZZAD ISLAM

Present Address: House: 17, Block: C, Road: 01, Banasree R/A, Dhaka 1219

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Career Objective:

To obtain a challenging and responsible position where I can utilize and enhance my skills & knowledge to bring out the best in me for the success of the organization, my individual growth as well as serve for my nation.

Career Summary:

I am an experienced banker specially in Card Division back office. Presently, I am working with The City Bank Limited as an officer since March 2017. I have experienced with back office team, American Express (AMEX) corporate credit card team, Citygem Priority Banking team, Retail Banking team etc. I worked with The GrameenPhone Limited (GP) as a Customer Service Manager for more than 3 years at the time of my graduation as a part time employee.

Employment History:

Total Year of Experience: 8.4 Year(s), **Banking Experience:** 5.2 Year(s), **Non-Banking Experience:** 3.2 Year(s)

1. Designation: Officer, Customer Service, Cards

Grade: Officer (Full Time)

(May 20, 2022 – Continuing)

The City Bank Limited

Location: Rashid Tower, House: 11, Road: 21, Gulshan 1, Dhaka 1212

Department: Customer Service, Cards

Duties/Responsibilities:

1. Customer Service (Debit Card & Credit Card)
2. System Endorsement
3. Portfolio Management
4. Product Development

2. Designation: Officer, Customer Service, Retail Banking

Grade: Officer (Full Time)

(February 03, 2020 – May 19, 2022)

The City Bank Limited

Location: Benapole Branch, Jashore 7431

Department: Retail Banking

Duties/Responsibilities:

1. Customer Service
2. Relationship Management
3. Debit Card & Credit Card Service
4. Loan Documentation & Processing

3. Designation: Officer, Wealth Management, Citygem Priority Banking

Grade: Officer (Full Time)

(August 08, 2019 - February 02, 2020)

The City Bank Limited

Location: Uttara Citygem Priority Banking, House: 8, Rabindro Sarani, Sector: 7, Azampur, Uttara, Dhaka 1230

Department: Citygem Priority Banking

Duties/Responsibilities:

1. Customer service to priority banking members

2. Relationship Management
3. Portfolio Management

4. Designation: Officer, Customer Service, American Express Corporate Cards (Back Office)

Grade: Probationary Officer (Full Time)

(March 12, 2017 - August 07, 2019)

The City Bank Limited

Location: Rashid Tower (L-5), House: 11, Road: 21, Gulshan 1, Dhaka 1212

Department: Customer Service, American Express Corporate Cards

Duties/Responsibilities:

1. Standard quality of customer service to corporate card members
2. System Endorsement
3. Portfolio Management
4. Corporate Card Sales & Implementation, Corporate Card Documentation, Regularized Corporate Card Accounts
5. Secured & Unsecured credit proposal prepare for Credit Risk Management (CRM) approval

5. Designation: Senior Apprentice

Job Nature: Part Time

(October 25, 2012 - December 17, 2015)

GrameenPhone Limited (GP)

Location: GPHOUSE, Bashundhara, Baridhara, Dhaka 1229

Department: Customer Service, Commercial Division

Duties/Responsibilities:

1. Standard quality of customer service over 121 hotline
2. Special assignment assigned by GP House to different GrameenPhone (GP) Centers & business corporate offices

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Passing Year
Master of Business Administration (MBA)	Human Resource Management (HRM)	State University of Bangladesh	CGPA: 3.21 out of 4	2018
Bachelor of Business Administration (BBA)	Accounting	The Peoples University of Bangladesh	CGPA: 3.54 out of 4	2016
Higher Secondary Certificate (HSC)	Business Studies	B.A.F Shaheen College, Jashore	GPA: 4.20 out of 5	2008
Secondary School Certificate (SSC)	Science	Jashore Zilla School, Jashore	GPA: 4.38 out of 5	2006

Training Summary:

Training Title	Institute	Country	Location	Year	Duration
Prevention of Money Laundering & Terrorist Financing	The City Bank Limited	Bangladesh	City Bank Learning Centre, Gulshan 1, Dhaka	2020	1 day
Customer First & Service Excellence (Bank)	Global American Express Team & The City Bank Limited (jointly organized)	Bangladesh	City Alo Conference Hall, Gulshan Avenue, Dhaka	2019	1 day
World Class Customer Service (Bank)	International Finance Corporation (IFC)	Bangladesh	City Bank Learning Centre, Gulshan 1, Dhaka	2017	1 day
Time Management	GrameenPhone Limited (GP)	Bangladesh	GP HOUSE, Bashundhara, Baridhara, Dhaka 1229	2015	2 days

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	Excellent	Excellent	Excellent
English	Excellent	Excellent	Excellent

Specialization:

Fields of Specialization
<ul style="list-style-type: none">• Customer Service Management• Relationship Management/ Key Account Management• Portfolio Management• Anti-Money Laundering• Compliance Management• Loan Documentation & Processing• Debit Card & Credit Card Service

Personal Details:

Father's Name: Sheikh Taufiqul Islam
Mother's Name: Sabera Sultana
Date of Birth: August 10, 1991
Gender: Male
Marital Status: Married
Nationality: Bangladeshi
National Id No: 7313386695
Religion: Islam
Permanent Address: Sheikh Mansion, House No: 319 (587/1) 2nd Floor, Puratan Kashba, Kazipara, Maniktola, Niribili R/A, Jashore Sadar, Jashore 7400
Current Location: Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	Md. Aamer Wasiur Rahman	Md. Towhiduzzaman Fuad
Designation	AVP & Unit Head, Medium Business	SEVP & Head of Operations
Organization	The City Bank Limited	Bank Al-Falah Limited
Address	Principal Office Branch, Dhaka, Bangladesh	Gulshan Avenue, Dhaka, Bangladesh
Email	aamer.rahman@thecitybank.com	fuad017@gmail.com
Relation	Professional	Family Friend

Signature & Date



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Sheikh Sazzad Islam
June 21, 2022