

# Resume of Mohammad Firoj Al Mamun

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## CAREER OBJECTIVE

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To pursue career in a dynamic organization where I can apply my experience, scholastic aptitude, competence, professional knowledge and personal vigor to create value for the organization as well as for myself.

## PROFESSIONAL EXPERIENCE

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- Working with **Sky Distributions Ltd** as a Senior Manager, Admin & Operations since January 17, 2018 to till date.

The Key responsibilities and achievements included:

- Monitor, Supervise & Control overall Admin Operations.
- Coordinate with top management and shoulder responsibilities.
- To ensure over all Head Office security & safety system.
- To supervise & control of duties, responsibilities of subordinate staff.
- Play a significant role in long-term planning, including an initiative geared toward operational excellence.

- Worked with Card Division of **ONE Bank Ltd** as a Senior Principal Officer & Manager, Card Operations since January 01, 2015 to January 16, 2018.

The Key responsibilities and achievements included:

- Ensure smooth function of operation team.
- Supervision of twelve member's operation team activities
- Monitoring & troubleshooting of Card Authorization, Switching & CMS.
- Ensure precise function & operational activities of Card Operation.
- Ensure all types of card maintenance.
- Internal & External Compliance Monitoring
- Monitoring daily transaction & Event Log.
- Monitoring daily operational activities.
- Handling dispute cases timely to ensure customer satisfaction.
- Maintaining liaison with the VISA, ITCL on various issues
- Work closely with IT to ensure flawless & uninterrupted operation.

## ACHIEVEMENTS

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- Successfully complete EMV project.
- Successfully complete SMART EMI implementation project
- Successfully complete SMART TRANSFER implementation project.

- Worked with Card Division of **ONE Bank Ltd** as a Principal Officer & Associate Manager, Card Operations since March 11, 2013 to December 31, 2015.

The Key responsibilities and achievements included:

- Ensure smooth function of operation team.
- Monitoring & troubleshooting of Card Authorization, Switching & CMS.
- Ensure all types of card maintenance.
- Internal & External Compliance Monitoring
- Monitoring daily operational activities.
- Handling dispute cases timely to ensure customer satisfaction.
- Project member credit card implementation project.
- Team member of Debit card implementation project.

## **ACHIEVEMENTS**

- Successfully complete Master card migration project.
- Successfully complete Credit card implementation project.
- Successfully complete Debit card implementation project.
- Successfully complete SMART EMI, SMART TRANSFER implementation project.

- Worked with Card Division of **Exim Bank Ltd** as an Executive Officer from November 01, 2012 to March 10, 2013.

The Key responsibilities and achievements included:

- Ensure smooth function of operation team.
- Supervision of eight member's operation team activities.
- Monitoring daily operational activities.
- Monitoring International transaction.
- Prepared daily operation report.
- Checking Daily Log report.
- Ensure smooth production of cards.
- Ensure smooth delivery channels for cards.
- Handling of disputed transactions and initiate copy request, charge-back.
- Maintaining liaison with the ITCL, VISA on various issues
- Project member credit card migration project from Cardpro to Tranzware.
- Work closely with IT to ensure flawless & uninterrupted operation.

## **ACHIEVEMENTS**

- Successfully complete credit card migration project from Cardpro to Tranzware.
- Instigate and effectively handle operational activities.
- Ensured full compliance in operations issues.

- Worked with Card Division of **Exim Bank Ltd** as an Senior Officer from February 24, 2011 to October 30, 2012

The Key responsibilities and achievements included:

- Ensure smooth function of operation team.
- Monitoring daily operational activities.
- Monitoring International transaction.
- Supervision of eight member's operation team activities.
- Prepared daily operation report.
- Checking Log report.
- Ensure smooth production of cards.
- Maintain the float stock of blank plastic.
- Ensure smooth delivery channels for cards.
- Handling of disputed transactions & initiate copy request, charge-back, reversals.
- Monitoring statement generation and auto-debit list preparation.

## **ACHIEVEMENTS**

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- Ensured full compliance in operations issues.
- Instigate and effectively handle operational activities.
- Worked with Card Division of **AB Bank Ltd** as an Officer from February 27, 2007 to February 23, 2011

The Key responsibilities and achievements included:

- Ensure smooth function of operation team.
- Daily batch processing in Tranzware.
- Card activation, deactivation and lost card reporting
- Daily ATM transaction monitoring in TWO & EWIDT.
- Provide Cash Loading instruction to ATM branches.
- Dealing with branches for Card & ATM related issue.
- EP Process.
- Credit card limit set.
- Generating monthly statements.
- Prepared Auto Debit Instruction.
- Posting cardholders' payments in TWR.
- Ensure smooth production of Credit Card & Debit card.
- Monitoring of PIN production and delivery to branches.
- Handling dispute cases timely to ensure customer satisfaction.
- Maintaining liaison with the ITCL, CBL, NetWorld on various issues.
- Work closely with IT to ensure flawless & uninterrupted operation.
- Team member of ATM deployment project with CBL.
- Project member Debit card implementation project with CBL.

## **ACHIEVEMENTS**

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- Successfully complete credit card migration project.
- Successfully complete ATM deployment project.
- Implemented Real-time Online Debit Card with ITCL.
- Successfully Complete Debit card migration from Tranzware to CMS.
- Implemented Debit Card with CBL.
- Worked with **Account Service, Consumer Operations** of **Standard Chartered Bank** as an Executive from November 2003 to February 26, 2007

The Key responsibilities and achievements included:

- Supervision of five members Debit card Recard project team.
- Updating and maintaining Debit card database.
- Ensuring smooth production of cards
- Card Data Capture.
- Maintain the float stock of card plastic.
- Documentation and archiving of all Embossing related hard copies.
- Ensure smooth delivery channels for cards.

## **PROFESSIONAL TRAINING/ DEVELOPMENT PROGRAMS**

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- Workshop on Fundamental of Visa organized by Visa Business School Asia Pacific
- Workshop on Chargeback organized by Visa Business School Asia Pacific
- MasterCard EMV MChip Training Symposium organized by MasterCard Worldwide
- TranzWare-Card Management System Training organized IT Consultants Ltd.
- Short Courses on Money Laundering Prevention Course for Consumer Banking (Bangladesh) organized by Standard Chartered Bank
- Money Laundering Prevention Training organized by Standard Chartered Bank

- Security Awareness for Everyone Training organized by Standard Chartered Bank

## **EDUCATIONAL BACKGROUND**

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### **Masters of Business Administration 2012**

Banking  
Department of Banking  
Faculty of Business Studies  
University of Dhaka  
GPA- 3.5

### **Masters of Social Science 2001**

Political Science  
National University  
Second Class

### **Masters of Arts 2000**

Bangla  
Department of Bangla  
Faculty of Arts  
University of Dhaka  
Second Class

### **Bachelor of Arts 1999**

Bangla  
Department of Bangla  
Faculty of Arts  
University of Dhaka  
Second Class

### **Higher Secondary Certificate 1995**

Humanities Group  
Dhaka College, Dhaka  
Dhaka Board  
Second Division

### **Secondary School Certificate 1993**

Humanities Group  
Provati Bidyaniketon, Dhaka  
Dhaka Board  
First Division

## **COMPUTER PROFICIENCY**

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Skilled with various application software including:

- Fundamental course from Dhaka University Computer Association.
- Operating System: Microsoft Windows 10, 7, XP, 98.
- Microsoft Office-2007: MS. Word, MS. Excel, MS. Access, MS. Power Point.
- Internet Browsing & E-mail.

## **LANGUAGE PROFICIENCY**

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Bangla : Excellent both in spoken and written  
English : Fluent both in spoken and written

**PERSONAL INFORMATION**

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Name : Mohammad Firoj Al Mamun  
Father's Name : Mohammad Abdur Rahim Miah  
Mother's Name : Sakhina Begum  
Date of Birth : June 30, 1976  
Marital Status : Married  
Nationality : Bangladeshi  
Permanent Address : Vill.-Nayapara, P.O-Dhalla Bazar  
P.S.-Singair, Dist.-Manikgonj.

**PERSON WHO MAY BE CONTACTED FOR REFERENCE**

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(Md Firoj Al Mamun)