To

The Manager

Human Resource Division

Bangladesh Honda Pvt. Ltd,

Crystal Palace (12th Floor),

House-22, Road-140,

Gulshan-1, Dhaka-1212

Dear Sir,

**Sub: Application for Career in Assistant Manager - Field Service, Customer Service.**

Highly dependable and organized customer service professional with 12+ years extensive financial institutions experience, I take this opportunity to forward my resume for your kind perusal, hoping to find an Assistant Manager - Field Service, Customer Service in your esteemed organization, with the ambition of starting a fruitful career. I have outstanding customer handling experience, strong knowledge about selling technique cross sell and up sell. Well experienced in receiving customers query and resolving complaints. Have comprehensive knowledge on Standard Telephone Operating procedure. I have good communication skill over English and Bangla language. I have worked with Al Rostamani International Exchange, Dubai United Arab Emirates since January 2008 to November 2017, as a Branch In-charge.

Previously, I worked with Standard Chartered Bank in Bangladesh as a Business Support Executive in Credit Risk Control, whereas followed up with Relationship Managers for any deviations, and coordinate with all other departments for execution of customer request.

Formerly, I was voluntarily involved various social welfare organizations such as Bangladesh Catholic Students Movement, Dhaka Christian Chattra Kallyan Sangha, Tumilia Christian Chattra Kallyan Sangha. I am well experienced and actively involved to print publications for Christmas Eve, Victory Day, organized various scheduled programs, skilled to arrange any tournament or educational seminars.

I have developed an aptitude for hard work and I am capable of handling responsibilities entrusted to me with great devotion and sincerity. I am willing to take up challenges, with the ambition of reaching the pinnacles of a rewarding career.

Here I am attaching my resume with my complete experience and academic details. I would enjoy being a part of your venerated organization and I am available for an interview at your convenience. You can contact me at 0177 5313 765.

Sincerely,

**Nixon Gomes**

Cell: +880177 5313 765

e-mail: [nixon.gomes@gmail.com](mailto:nixon.gomes@gmail.com)

Curriculum Vitae

**Nixon Gomes**

116/4 Monipuripara, Tejgaon, Dhaka

e-mail: [nixon.gomes@gmail.com](mailto:nixon.gomes@gmail.com)

Cell: 01775 313 765

**Career Objectives:**

To build up my career, where there is discipline and high-tech environment will ensure to show sincerity, honesty & creativity as a result to increase the productivity & quality work, to ensure the accuracy and overall control for the job as well as to develop my qualities i.e. vision, positive attitude, interpersonal relationship, communication skill to take the challenges and commitment to achieve the result for the Organization.

**Academic Backgrounds:**

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| MBA (Master of Business Administration) | University of Newcastle, United States of America.  Studied in Dubai, United Arab Emirates. |
| Bachelor of Commerce (B.COM) | National University of Bangladesh, Tejgaon College.  Dhaka, Bangladesh. |
| Higher Secondary School Certificate (H.S.C) | Notre Dame College, Dhaka Education Board.  Dhaka, Bangladesh. |
| Secondary School Certificate (S.S.C) | Tumilia Boys’ High School, Dhaka Education Board.  Dhaka, Bangladesh. |

**STRENGTHS**

+ Outstanding Client Relation & Customer Service + Experienced in Resolving Complaints

+ High sense of commitment and responsibilities + Team Spirit & Leadership Capabilities

+ Strong Documentation and report writing competency + Adaptive to Dynamic Business Scenarios

**Career Snapshots:**

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| **Organization** | **Al Rostamani International Exchange, Dubai United Arab Emirates** |
| **Designation** | Senior Customer Service (Branch In-Charge) 17th January 2008 to 27th November 2017. |
| **Job Responsibilities:** | |
| * Ability to build effective working relationships with customers, team members and company stakeholders. * Outstanding influencing negotiation and persuading skills. * Excellent planning and organizing skills; ability to multi-task and work under stressful conditions to meet deadlines. * Identify potential problems and share with the team members to solve the problems and provide appropriate decision to the project or team members as per requirements with outstanding project implementation skills. * Demonstrable leadership skills, pro activity, and integrity to work without supervision. * Deal with Forex dealers for various currency rates as per customer requirements. * Ensured compliance with regulations, codes, and technical standards of the country. * Sales and executions of financial transmission products i.e.TT, DD, MoneyGram, IME (Instant Money Express), XpressMoney, Cash Passport Money transfer and Travelex Money Transfer, Everest Remit, Himal Remit Cash System direct and over phone on target basis. * Maintained direct correspondent with multinational banks (i.e Wells Fargo Bank New York, Standard Chartered Bank New York, Frankfurt, Deutsche Bank New York, Frankfurt, Royal Bank of Canada, Bank of Montreal, Raiffeisen Bank Austria, ING Bank Belgium, Danske Bank Denmark, Al Rajhi Bank KSA, Oman Int’l Bank, Bank Misr, Qatar National Bank, National Bank of Bahrain, Philippines National Bank, Axis Bank India etc.) around the world as regards to write query amendment or any related issues. * To minimized customer complaints and take corrective action whenever required to prevent future recurrence. * Exercised due diligence and vigilance in processes related to Anti-Money Laundering (AML) compliance complying with Office of Foreign Assets Control (OFAC); Financial Action Task Force (FATF); Articles of UAE Federal Law 03,1987 and Federal law 04, 2002; Central Bank of the U.A.E Notices. * Timely reporting on problems and challenges in the Branch (e.g. urgent complaints, activities implementation and concern raised by the customers) * Successfully handled internal, external audit, group audit and central banks audits. * Highly motivated proactive self-starter, able to set and achieve goals using own initiative. | |

* **Trainings & Developments:**
  + Attended 3 days Quality Management System and Internal Audit Training (i.e. Awareness on Quality Management System ISO 9001-2008 standard, Quality Management System and Internal Audit Training Course) organized by Al Rostamani International Exchange. Dubai, U.A.E March 2010.
  + Attended 12 days long Customer Service Training (i.e. Standard Phone Call Receive, Business Communication Skills, Sales Techniques, Business Development Issues and Time Management program) from Dubai Institute of Business Management (Dubai, U.A.E, April to August 2008).

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| **Organization** | Standard Chartered Bank, *Credit Risk Control, Bangladesh* |
| **Designation** | Business Support Executive from 5th December 2004 to 28th November 2007 |
| Job Function | To manage direct and indirect control all aspects of the bank’s Client Relationships & Small Medium Enterprise (SME) Credit in order to minimize the potential for credit operational loss and to provide a high quality product delivery capability to the Corporate, Institutions and SME Customer base. |
| **Job Responsibilities:** | |
| * Business correspondence, Loan and Advances- loan/ credit proposal preparation, correspondence of sanctioned loan/ credit letter, repayment schedule. * Documentations for Loan and Advances- Collateral Deeds and other relevant legal procedural files for pre-sanction and maintained records and ledgers for post sanctioned assets. * Provided high quality service and support to business teams on all documentation, custody and governance related issues as well as monitored workflow to ensure that processed and delivered in accordance with Service Level Agreements. * Checked charge documents initial, signature verification with Board Resolution and Memorandum of Article of Associations (MOA) & forward to Register Joint Stock Company (R.J.S.C). Charge document filling and forward to lawyer, search report collected from R.J.S.C and maintain properly, legal opinion file maintain. * Updated security document in Collateral Management System (CMS) online banking system of Standard Chartered Bank. * Prepared documents in relation to the facilities and performed the custodial activities for safe keeping within the stipulated items. Ensured that obsolete documentation (permanent withdrawal), limit cancellation, archiving etc. carried out in a timely manner. Maintained Security Register (Temporary and Permanent) Lodge/record all security movements by obtained sign off forms the custodians. * Ensured adherence to Anti-Money Laundering, Know Your Customer (KYC) guidelines and other Zero Tolerance items of the Standard Chartered Bank and Bangladesh Bank. | |

* **Trainings & Developments:**
  + Attended Credit Information Bureau (CIB) and Anti Money Laundering (AML) fund transfer related compliance issues training from Bangladesh Bank Management Institutions, Bangladesh, April 2006.
* **Software Applications:**
* Microsoft Word, Excel, Power point presentation.
* Adobe Photoshop, Illustrator.
* **Language proficiencies:**
* Excellent command in English and Bengali (Native Language) over speaking and writing. Able to fluently uphold verbal communication on Hindi Language.

**Personal Information:**

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| --- | --- | --- |
| * Date of Birth | : | 12th August 1980 |
| * Marital Status | : | Married |
| * Nationality | : | Bangladeshi (by birth) |
| * Present Address | : | 116/4 Monipuripara, Tejgaon, Dhaka |

I hereby declare that all the information above is true to the best of my knowledge.

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**Nixon Gomes**

**Date:** *Reference will be furnished upon requests*