

CURRICULUM VITAE

Md. Shafiqul Islam

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CAREER OBJECTIVE

Looking for a challenging career which demands the best of my professional ability in terms of technical and analytical skills, and helps me in broadening and enhancing my current skill and knowledge.



ACADEMIC QUALIFICATIONS

Bachelor of Science (B.Sc. CSE) in Computer Science and Engineering

- Daffodil International University | 2014-2018
- CGPA: 3.08 out of 4.00

Higher Secondary Certificate (HSC) – Science Division

- Bogura Cantonment Public School and College | 2012
- GPA: 5.00 out of 5.00

Secondary School Certificate (SSC) – Science Division

- Bogura Cantonment Board High School | 2010
- GPA: 5.00 out of 5.00



COMPUTER KNOWLEDGE

- Microsoft Office Suite (Word, Excel, PowerPoint), Google Docs, Google Sheets.
- Web browsing, online research, and email management (Gmail, Outlook, etc.)
- Basic hardware and software troubleshooting (e.g., resolving connectivity issues, managing software installations)
- File management (creating, saving, and organizing files), using cloud storage (Google Drive, Dropbox, OneDrive)
- Familiarity with programming fundamentals (e.g., variables, loops, functions) using languages like Java and C++.
- Understanding basic security principles (password management, data privacy etc.)
- Proficient in using communication platforms like Zoom, Microsoft Teams, Slack, and Skype.



WORK EXPERIENCES

Experience 1

Assistant Officer (Cash)

Trust Bank PLC. | August 16, 2021 – November 28, 2024

Key Responsibilities:

- Process daily cash transactions (deposits, withdrawals) with 100% accuracy, ensuring compliance with banking regulations and company policies.
- Reconcile cash drawers and vaults, maintaining cash balances within acceptable limits and promptly reporting discrepancies to management.
- Deliver exceptional customer service by addressing inquiries, resolving issues, and guiding customers with account-related transactions.
- Adhere to security protocols for cash handling, maintaining strict confidentiality in accordance with bank policies.
- Assist in operational tasks such as cheque processing, account openings, and issuing demand drafts.
- Support the replenishment of branch ATMs, ensuring timely availability of cash to meet customer demand.
- Promote and cross-sell the bank's products and services to increase customer engagement and satisfaction.
- Conduct regular audits of the bank's cash reserves, reporting findings to senior management to ensure operational efficiency.
- Assist in training and mentoring new staff on cash handling procedures, security measures, and customer service standards.

Experience 2

Associate

Quantanite BD Ltd. – Business Process Outsourcing (BPO) | November 4, 2019 – August 12, 2021

Key Responsibilities:

- Conducted detailed data analysis to identify trends, patterns, and actionable insights, supporting client decision-making processes.
- Identified inefficiencies in operational workflows and implemented strategies that streamlined processes, boosting overall productivity.
- Tracked team performance, identifying areas for individual and collective development, and provided actionable feedback for improvement.
- Assisted in project management by tracking project timelines, deliverables, and ensuring timely completion of tasks.
- Utilized business tools such as Microsoft Excel and other platforms to analyze and manage client data efficiently.
- Analyzed customer feedback and worked collaboratively with the team to implement improvements that enhanced customer experience and satisfaction.
- Actively participated in problem-solving sessions, providing data-driven insights to address operational challenges and optimize processes.
- Documented processes, findings, and recommendations clearly for both management and clients, ensuring transparency and clarity in all reports.



PROFESSIONAL KEY SKILLS

- Strong verbal and written communication skills, with the ability to listen actively and convey information clearly.
- Demonstrates sound decision-making and a proactive approach to problem-solving.
- High level of accuracy in all tasks, ensuring precision and consistency.
- Focused on achieving objectives with efficiency and a results-driven mindset.
- Effective at prioritizing tasks and managing time to meet deadlines.
- Flexible in adjusting to new situations, tasks, or environments while maintaining productivity.
- Able to work effectively with diverse teams, contributing to a positive and productive work environment.
- Strong analytical skills with the ability to identify issues, develop solutions, and implement effective strategies.
- Experience in guiding teams, mentoring colleagues, and taking on leadership roles when needed.
- Capable of managing and resolving workplace conflicts in a constructive manner.
- Strong ability to think outside the box and generate innovative solutions to complex challenges.



TRAININGS AND SEMINARS ATTENDED

BASIS SEIP Project

Mobile Application Development | 3 Months

- Introduction to Java programming fundamentals.
- Core concepts of OOP, including classes, inheritance, and polymorphism.
- Designing and building Android user interfaces using XML and views.
- Creating and managing databases within Android applications.
- Handling system-wide events and application-specific events.
- Sharing data between applications securely and efficiently.
- Managing dynamic data within lists and linking them with adapters.
- Storing data using Shared Preferences and managing files in the Android file system.



PERSONAL INFORMATION

Father's Name : Md. Saiful Islam
Mother's Name : Ferdouse Begum
Date of Birth : February 10, 1994
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
National Id No : 5524977369
Religion : Islam
Permanent Address : Parail, Chorgaghera, Mymensingh Sadar, Mymensingh 2200.
Current Location : Mymensingh.



REFERENCES

Name : Sabyasachi Gain
Designation : First Assistant Vice President (Branch Manager)
Organization : Trust Bank PLC.
Address : Mymensingh Cantonment Branch
Mobile : 01716-029696
E-mail : basyasachi.gain@tblbd.com
Relation : Professional

Name : Md. Kamrul Islam
Designation : Senior Principal Officer (Manager Operation & Credit)
Organization : Trust Bank PLC.
Address : Rajendrapur Cantonment Branch
Mobile : 01717-542252
E-mail : islam.kamrul@tblbd.com
Relation : Professional

I do hereby declare that all the information given in the Curriculum Vitae is correct to the best of my knowledge.

Md. Shafiqul Islam