# Md. Mahbubul hoque kanon

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## Career Objective

Sociology graduate with a deep understanding of human behavior, communication, and social systems, aiming to bring a unique customer-centric perspective to the banking industry. Eager to contribute to customer service, financial inclusion, and institutional trust through empathy, analysis, and teamwork.

## Education

BSS (Hons) in Sociology – BEGUM ROKEYA UNIVERSITY, RANGPUR

Graduated: 2022 | CGPA: 3.39

## Key Competencies

- Strong interpersonal and communication skills  
- Ability to analyze customer behavior and needs  
- Critical thinking and conflict resolution  
- Proficient in MS Office and digital tools  
- Team collaboration and report writing

## Professional Experience

Intern – Dutch-Bangla Bank Ltd., 2022  
- Conducted client satisfaction surveys and analyzed responses to improve service  
- Assisted in organizing community banking workshops on financial literacy  
- Managed daily customer support desk activities and documentation

## Certifications

- Financial Literacy and Customer Service (Bangladesh Bank e-learning)  
- Social Research Methods & Data Analysis (Coursera)

## Achievements

- Awarded “Best Team Player” during university social research project  
- Participated in inter-university banking case competition, 2021

## References

Available upon request