



S.M. HAFIZUR RAHMAN

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Project, Dhaka 
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03 January 1983 
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Career Objective

I would like to serve banking organizations in order to achieve a promising, diversified and successful banking career. Using my skills, diligence and experience in retail banking I will increase the customer base making healthy and strong relationship with them as well as will increase the business of the organization. I am ready to face any kind of challenges as well as I enjoy to work under pressure. Looking forward for an opportunity that can make the best use of my skills which will provide me best exposure to gain experience.

Work Experience

Aug 2023 - Present	BRAC Bank Ltd (Uttara Sector 07) Sub Branch In Charge (Senior principal Officer)
April 2021 – Aug 2023	BRAC Bank Ltd (Moghbarar Branch) Universal Officer (Senior principal Officer)
Oct 2017 – April 2021	BRAC Bank Ltd (Rampura Branch) Senior Branch Sales & Service officer (Principal Officer)
April 2014 – Oct 2017	BRAC Bank Ltd (Uttara Branch) Branch Sales & Service Officer (Senior Officer)
Jan 2011 – April 2014	BRAC Bank Ltd (Zinzira Branch) Branch sales & Service officer (Officer II)
Aug 2008 – Nov 2010	BRAC Bank Ltd Business co-Ordinator, Home Loan Division, Retail Banking
July 2007 – July 2008	Standard Chartered Bank Senior Executive, Mortgage Loan
April 2006 – Oct 2006	Delta Brac Housing Finance Corporation (DBH) Sales Officer

Education

2003 - 2004	Political Science, Dhaka College Masters of social science (M.S.S) with 2 nd class
2001 - 2003	Political Science, Govt BM College, Barisal Bachelor of social science (B.S.S) with 2 nd class
1998 - 2000	Govt Gournadi college HSC in Humanities with 1 st Division
1987 - 1997	Palordi high school SSC in Social Science with 1 st Division

Job Responsibilities

- Increasing the customer base through Account opening, FDR, DPS opening.
- Achieving targets in terms of deposit, credit card & Loan.
- Doing documentation of Loan and process loans (Home Loan, Salary Loan, and Business loan, Credit Cards etc)
- Ensuring friendly and responsive customer service, being vibrant, polite, and liable to the customer in order to provide excellent customer service.
- Handle customer complaints in a positive manner and converting complaints into service improvement opportunities.
- Meet all Tax and AML related query.

Training Programs

- Banking Foundation Course by BIBM
- AML & Related Training (Legal & Compliance) (BBL)
- Service Quality Training
- Basic course of Retail banking of division.
- Effective business communication, Interpersonal and Leadership skills.
- Development Of Professional Selling Skill (Conducted By Briddihi)
- AML, NI Act & ICC
- Negotiable Instruments & Management of Customer Account

Awards

- Secured 4th position among the top 10 performer award by Head Of Retail Banking In Vision 30C
- Securing 1st Runner up award of High Flyers Campaign of Retail asset-2018
- Securing 4th position in Leading Championship – 2022 under Distribution Network (Retail asset)
- Securing 4th position in Retail Lending Campaign – Lending Master 2023 under Distribution Network

Skills

Leadership

Teamwork

Communication

MS Excel

Finacle

MS Word

References

Sazzad Anam

Executive Director,
J.P. Morgan Chase Bank N.A
Office: ROOM-383 (3RD FLOOR COURT YARD
BUILDING), Pan pacific Sonargoan Hotel
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