

RESUME OF ASHRAFUL ISLAM

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Address: Vill: Khordosadhua, P.O: Boroichara-7021, P.S: Khoksha, Dist.: Kushtia.

DOB: 11/05/2000 | Blood Group: O⁺(Positive) | NID: 6913798549



CAREER OBJECTIVES

Dedicated professional with 3+ years of experience in operational management and customer service. Proven track record of maintaining 100% accuracy in financial transactions and record-keeping while ensuring strict policy compliance. Seeking to leverage my expertise in a challenging role to drive organizational growth and efficiency.

CORE COMPETENCIES

- **Banking Operations:** Cash Receiving & Disbursement, Daily Balancing, Remittance.
- **Customer Service:** Conflict Resolution, Relationship Management, Financial Counselling.
- **Technical Skills:** Advanced MS Excel, Financial Reporting, Computer Office Application.
- **Soft Skills:** Time Management, Teamwork, Critical Thinking, Attention to Detail.

PROFESSIONAL EXPERIENCE

Dutch-Bangla Bank Ltd. (Agent Banking) Teller | May 2023 – Present

- **Cash Operations:** Manage daily high-volume cash receipts and disbursements with zero variance.
- **Transaction Management:** Efficiently process customer deposits, fund transfers, and remittances using banking software.
- **Customer Support:** Handle customer inquiries, assist in new account openings, and promote various banking products.
- **Record Keeping:** Maintain precise daily transaction logs and prepare end-of-day reports for management review.
- **Compliance:** Ensure all transactions meet the bank's regulatory standards and KYC requirements.

PROFESSIONAL QUALIFICATION

- **National Skill Standard Basic Course (360 Hours)**
Subject: Computer Office Application
Awarding Body: Bangladesh Technical Education Board (BTEB)
Result: Grade A | Year: 2020

EDUCATIONAL QUALIFICATION

- **Bachelor of Science (Honors) in Physics**
National University | CGPA: 2.60/4.00 | 2022
- **Higher Secondary Certificate (H.S.C) - Science**
Jashore Board | GPA: 3.58/5.00 | 2018
- **Secondary School Certificate (S.S.C) - Science**
Jashore Board | GPA: 4.44/5.00 | 2016

TECHNICAL SKILLS

- **Office Suite:** MS Word, MS Excel (Data Entry & Calculation), PowerPoint.
- **Graphic Design:** Adobe Photoshop (Basic).
- **Online Communication:** E-mail Management & Professional Internet Browsing.

LANGUAGES

- **Bangla** (Native) | **English** (Professional Working Proficiency)

REFERENCE

- **Md. Rimu Hasan**, Senior Sales Manager | Dutch-Bangla Bank Ltd.
Phone: 01518760887 | Email: fazlerabbi2042@gmail.com
- **Munshi Motiar Rahman**, Manager / Sub-Agent
Dutch-Bangla Bank Ltd. Agent Banking | Phone: 01774904020 | Email: n.nurtraders@gmail.com