

HUZZATUL ISLAM ZIHAD



Phone: +8801407941546 | **Email:** huzzatulislamziihad@gmail.com | **Address:** Damukdia, Hat Modapur, Kalukhali, Rajbari

CAREER SUMMARY

Results-driven and adaptable professional with over 3 years of progressive experience across banking, development, and corporate sales operations. Demonstrated expertise in cash management, client service, field operations, and relationship building. Skilled in delivering business growth, ensuring operational accuracy, and fostering community engagement through customer-centric service. Possesses strong interpersonal, analytical, and leadership abilities—committed to achieving organizational goals with integrity and efficiency.

WORK EXPERIENCE

Dutch Bangla Agent Banking – Rajbari Sadar, Rajbari
Junior Cash Officer (JCO) | Jan 2025 – Present

Key Responsibilities:

- Manage daily customer cash deposits, withdrawals, and fund transfers with 100% accuracy.
- Handle account opening, verification, and KYC documentation as per regulatory guidelines.
- Provide customer support regarding digital and mobile banking services.
- Maintain transaction records and prepare daily financial reconciliation reports.

Key Achievements:

- Maintained zero cash discrepancy over the period.
- Improved customer service response time by 25% through proactive communication.

BRAC (Health, Nutrition & Population Program) – Boalmari, Faridpur
Field Organizer | Jan 2024 – Dec 2024

Key Responsibilities:

- Conducted field visits to ensure project implementation and community awareness.
- Collected data and maintained accurate field reports for program evaluation.
- Coordinated with local stakeholders to ensure participation in health and nutrition programs.
- Supported team meetings and facilitated beneficiary follow-ups.

Key Achievements:

- Achieved 95% project completion rate within the reporting period.
- Successfully built collaboration with local leaders and increased community outreach by 30%.

BDDL Developments Ltd. – Nikunja-1, Dhaka
Senior Executive | Oct 2022 – Dec 2023

Key Responsibilities:

- Managed client interactions, documentation, and after-sales services for real estate projects.
- Coordinated with the sales team to achieve monthly and quarterly sales targets.
- Assisted in preparing marketing materials and project proposals.
- Maintained client databases and tracked payment follow-ups.

Key Achievements:

- Contributed to a 20% increase in customer retention through enhanced service delivery.
- Recognized for achieving sales targets consecutively for three quarters.

SKF Pharmaceuticals - Gulshan, Dhaka

Medical Services Officer (MSO) | Jan 2021 – Sep 2022

Key Responsibilities:

- Promoted pharmaceutical products to doctors, healthcare professionals, and medical institutions.
- Conducted regular field visits to build strong professional relationships with physicians and pharmacists.
- Organized medical seminars, group meetings, and scientific discussions to increase product awareness.

Key Achievements:

- Achieved consistent monthly prescription growth across assigned territories.

Pran-RFL Group – Middle Badda, Dhaka
Sales Executive | Jun 2018 – Dec 2020

Key Responsibilities:

- Promoted and sold FMCG products to assigned territories.
- Built strong customer relationships to ensure consistent sales and brand loyalty.
- Collected market intelligence to support strategic planning and sales forecasting.

Key Achievements:

- Exceeded monthly sales targets by 15% on average.
- Improved distribution efficiency across designated areas.

EDUCATION

Master of Social Science (M.S.S) – Political Science

Rajbari Govt. College, National University
CGPA: 3.11 | Year: 2021

Bachelor of Social Science (B.S.S) – Political Science

Rajbari Govt. College, National University
CGPA: 3.06 | Year: 2020

Higher Secondary Certificate (H.S.C)

Rajbari Govt. College, Dhaka Board
GPA: 3.17 | Year: 2016 | Group: Humanities

Secondary School Certificate (S.S.C)

Damukdia Durgapur Abdul Aziz High School, Dhaka Board
GPA: 4.13 | Year: 2014 | Group: Science

CORE SKILLS & COMPETENCIES

- Customer Relationship Management (CRM)
- Cash Handling & Account Operations
- Field Supervision & Community Engagement
- Sales Strategy & Target Achievement
- Data Reporting & Documentation
- Financial Transaction Accuracy
- Problem Solving & Decision Making
- Communication & Negotiation Skills
- Team Leadership & Motivation
- Compliance & Risk Control

TECHNICAL PROFICIENCY

- MS Office Tools:** MS Excel (Advanced), Word, PowerPoint
- Banking Tools:** Agent Banking Systems, Customer Data Entry, Transaction Monitoring
- Digital Literacy:** Internet Browsing, Email Correspondence, Basic IT Troubleshooting

PERSONAL INFORMATION

- Name: Huzzatul Islam Zihad
- Father's Name: Saidur Rahman
- Mother's Name: Serin Akter
- Present Address: Vill: Damukdia, Post: Hat Modapur, Upazila: Kalukhali, Dist: Rajbari
- Permanent Address: Vill: Damukdia, Post: Hat Modapur, Upazila: Kalukhali, Dist: Rajbari
- Mobile: +880 1407 941546
- Email: huzzatulislamzihad@gmail.com
- Date of Birth: 23 July 1998
- Nationality: Bangladeshi (By Birth) | National ID Card No: 2854331622
- Religion: Islam
- Marital Status: Married
- Height: 5'10" | Weight: 68 kg

LANGUAGE PROFICIENCY

- Bengali: Native
- English: Proficient

REFERENCES

Muhammad Abdul Khalek.

Islami Bank Bangladesh plc, Faridpur Branch
Principal Officer
Mobile: 01746416591 | Mail: akhalek723081@gmail.com

Keya Pramanik

Senior Staff Nurse
Pangsha Upazila Health Complex, Rajbari.
Mobile: 01705700318 | Mail: adrikeya28@gmail.com

DECLARATION

I hereby declare that the information provided is true and accurate to the best of my knowledge. I take full responsibility for its authenticity.

Signature: HUZZATUL ISLAM ZIHAD