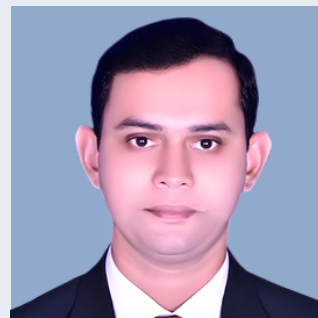


MD. TARIKUL ISLAM

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Address: Mid Rakudia (03), Dehergoti (03), Babugoni, Barishal.



CAREER SUMMARY

Detail-oriented and analytical Accounting & Finance Professional with demonstrated expertise in financial reporting, accounts management, and reconciliation. Leverages comprehensive knowledge of general ledger maintenance, compliance, and transaction processing to enhance accuracy and operational efficiency. Proven ability to streamline accounting cycles and improve financial controls. Combines technical proficiency in accounting software and advanced Excel with exceptional customer service skills honed in a fast-paced fintech environment. A proactive problem-solver dedicated to driving process improvements and achieving organizational financial objectives.

WORK EXPERIENCE

Accountant | Proshika Human Development Center | July 2023 – Present

- Managed general ledger accounts and performed monthly account reconciliation activities.
- Processed accounts payable and receivable transactions with a high degree of accuracy.
- Prepared financial statement summaries and supported the month-end closing process.
- Maintained accurate digital and physical records for all financial transactions and documents.
- Collaborated with the audit team to facilitate the annual internal financial auditing process.

Junior Officer, Customer Services | bKash Ltd. | January 2021 – July 2023

- Delivered exceptional customer service by resolving complex client inquiries efficiently.
- Processed high volumes of customer transactions while ensuring strict security compliance.
- Managed and resolved customer complaints using effective conflict resolution techniques.
- Maintained detailed and accurate logs of all customer interactions and action plans.
- Identified and escalated critical issues to senior management for prompt resolution.

KEY ACHIEVEMENTS

- Streamlined the account reconciliation process, reducing the monthly closing time by 10%.
- Achieved a 95% customer satisfaction rating for efficiently handled service inquiries at bKash.
- Recognized as a top performer for consistently meeting all transaction processing targets.
- Successfully managed financial records for over 500 client accounts with zero discrepancies.

CORE COMPETENCIES

- Financial Reporting and Analysis
- Accounts Reconciliation and Management
- General Ledger Maintenance
- Customer Relationship Management (CRM)
- Transaction Processing and Verification
- Compliance and Internal Controls
- Data Entry and Record Keeping
- Conflict Resolution and Support
- Team Collaboration and Communication
- Process Improvement and Efficiency

TECHNICAL SKILLS

- Accounting Software: Proficient in industry-standard accounting platforms
- Microsoft Office Suite: Advanced MS Excel (Formulas, PivotTables), MS Word, PowerPoint
- Digital Financial Platforms: Practical experience with bKash transaction systems
- Design Software: Adobe Photoshop for basic graphic design and presentation tasks

CERTIFICATIONS & TRAINING

- Fundamentals of Digital Finance & Fintech Operations | bKash Learning Platform | Online | 2024
- Advanced MS Excel for Financial Analysis | 10 Minute School | Online | 2024
- Presentation & Public Speaking | Robi 10 Minute School | Online | 2023
- Corporate Etiquette | Robi 10 Minute School | Online | 2023
- Conflict Management | Robi 10 Minute School | Online | 2023
- Fire Safety Awareness | Robi 10 Minute School | Online | 2023
- Business Case Solving | Robi 10 Minute School | Online | 2023
- Graphic Design with Adobe Photoshop (Basic) | Creative Institute of Design | Online | 2022

EDUCATION

Master of Business Administration (MBA) in Management
Barishal Govt. College | National University
Result: 2.94/4.00 | Passing Year: 2019

Bachelor of Business Studies (BBS)
Govt. Abul Kalam College | National University
Result: First Division | Passing Year: 2015

Higher Secondary Certificate (HSC) in Business Studies
Govt. Commercial College | Dhaka Board
Result: 5.00/5.00 | Passing Year: 2012

Secondary School Certificate (SSC) in Business Studies
Nooria Secondary School | Barishal Board
Result: 3.75/5.00 | Passing Year: 2010

Currently Studying: Bachelor of Laws (LLB)
Barishal Law College | National University

REFERENCES

Md. Mizanur Rahman Khan
Assistant Headmaster, Jamena Khatun Secondary School, Rakudia, Babugonj, Barishal
01712-667375 | Relation: Cousin

Luxman Chandra Das
Divisional Manager | Proshika Human Development Center, Mostafapur Region, Madaripur
Phone: +880 1732-011989 | Relation: Reporting Boss

LANGUAGES

- **Bangla:** Native Proficiency
- **English:** Professional Working Proficiency (IELTS 6.5)

SIGNATURE

