



SUMON

Relationship Officer

CONTACT

- +8801721696690
- sumonbappy11@gmail.com
- Rajendrapur, Sreepur, Gazipur

LANGUAGE

- Bangla
- English

SKILLS

- Strong Team Builder
- Goal Oriented
- Sales Professional
- People Oriented
- Compliance, Banking Laws and Regulations
- Proficiency in MS Office
- Rapid Data Entry Skills

SOFTWARE SKILLS

- Agent Banking Solution (ABS)
- Microsoft Excel
- Microsoft Outlook
- Microsoft Word
- Microsoft PowerPoint
- Visual Communication & Design

CAREER OBJECTIVE

"Results-oriented professional with experience in Agent Banking and Business Development, seeking a challenging position at your institution. Committed to delivering exceptional service and contributing to organizational goals through effective relationship management and strategic execution."

EXPERIENCE

United Commercial Bank PLC(E-ZONE HRM)

Relationship Officer

July 2025 - Present

- Monitoring and supervising daily operations of assigned Agent Banking outlets.
- Ensuring sufficient liquidity in Agent Mother Accounts to facilitate seamless customer transactions.
- Driving business growth by achieving targets for account opening, deposits, and remittance.
- Conducting regular site visits to ensure strict adherence to regulatory compliance and banking policies.
- Providing technical and operational training to agents and operators on banking software and products.
- Resolving customer grievances and operational bottlenecks efficiently to maintain service quality.

Agrani Bank PLC (Doer Services PLC)

Business Development Executive

March 2023 - June 2025

- Provide day to day operational support to agent outlets.
- Drive business growth through deposit mobilization, account opening, remittance, and loan leads.
- Conduct regular field visits to achieve assigned business targets.
- Build and maintain strong relationships with customers within the agent banking network.
- Ensure adherence to AMLCFT, KYC, and all regulatory compliance requirements.
- Prepare daily, weekly, and monthly business reports and share them with the central office.

EXTRA-CURRICULUM ACTIVITIES

- Active participant in social awareness programs regarding digital financial inclusion.
- Organized several blood donation camps and community health awareness sessions.
- Played as a key member of the college cricket team in inter-district tournaments.
- Volunteered in managing various corporate events and seminars during academic years.

INTEREST

- Professional Networking
- Traveling & Exploration
- Fintech Trends
- Market Analysis

REFERENCES

M Maksudul Alam
Senior Officer
United Commercial Bank PLC
Mobile :01756831669
Email :maksudul.alam@ucb.com.bd

Ashik Das
Assistant Cash Officer
United Commercial Bank PLC
Mobile : 01718818798
Email : ashik.das@ucb.com.bd

EDUCATION

Bachelor of Science (B.Sc)

Northern University Bangladesh

Subject : Electrical & Electronic Engineering
CGPA : 3.01 (out of 4.00)
Passing Year : 2020
Duration : 4 Years

Diploma-in-Engineering

Model Institute of Science And Technology (MIST)

Subject : Electrical Engineering
CGPA : 3.28 (out of 4.00)
Passing Year : 2016
Duration : 4 Years

Secondary School Certificate (S.S.C)

Rajendrapur High School

Subject : Business Studies
CGPA : 4.50 (out of 5.00)
Passing Year : 2012
Board : Dhaka

Professional Trainings/Workshops

- Training on Development Initiative for Agent Banking
- Training on Agent Banking Operations.
- Workshop on Customer Relationship Management.

PERSONAL DETAILS

Full Name : Sumon
Father's Name : Izzat Ali
Mother's Name : Alaka
Gender : Male
Religion : Islam
Date of Birth : September 05, 1995
Height : 5 feet 9 inch
National ID Card No : 2360419234
Permanent Address : Village- Nowagaon, Post Office-
Rajendrapur Bazar, Police Station- Sreepur, District- Gazipur

I hereby solemnly declare that all the above information is true.

Signature



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Sumon

Date: