

MD. SHAHIDUL ISLAM

📍 1060, Sheikh Mohammad Para, Kachuai, Patiya, Chattogram

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🎯 CAREER OBJECTIVE

Motivated and customer-focused professional seeking a position as Microfinance Officer where I can utilize my experience in client relationship management, financial services, documentation, and community engagement to contribute to organizational growth and client development.

📄 PROFESSIONAL PROFILE

- More than 5 years of experience in financial service operations and customer relationship management.
- Skilled in client communication, financial record maintenance, documentation, and service delivery.
- Strong ability to build trust and maintain long-term relationships with clients.
- Experienced in working under target-driven and service-oriented environments.
- Proficient in Microsoft Office applications and office documentation.

👤 CORE COMPETENCIES

• Client Relationship Management • Customer Service & Support • Financial Documentation • Community Communication • Record Keeping & Reporting • Problem Solving • Teamwork & Coordination • Time Management

👜 PROFESSIONAL EXPERIENCE

Financial Services Professional
Leading Private Commercial Bank, Bangladesh
Duration: 5+ Years

Key Responsibilities:

- Provided financial services and customer support to a diverse client base.
- Maintained client records, applications, and operational documentation.
- Assisted customers regarding financial products and services.
- Ensured accuracy and compliance in day-to-day operational activities.
- Supported customer retention through effective communication and service quality.
- Handled confidential information and maintained professional standards.

📖 EDUCATION

National University

MBA in Accounting

3.09 out of 4.00

2019

National University

BBA in Accounting

2.98 out of 4.00

2018

Gachbaria Government College

Higher Secondary Certificate

3.90 out of 5.00

2013

Abdus Sobhan Rahat Ali High School

Secondary School Certificate

4.31 out of 5.00

2011



COMPUTER SKILL

- MS Word
- MS Excel
- Internet & Email Communication
- Online Reporting



LANGUAGE

- Bengali (Native) • English (Working Proficiency)



PERSONAL INFORMATION

Name : Md. Shahidul Islam

Father's Name : Md. Ali Akbar

Mother's Name: Lutfun Nahar

Date of Birth : 29-12-1995

Gender : Male

Marital Status : Married

Nationality : Bangladeshi

Religion : Islam

National ID : 4161551744

Present Address: Foyez Ahmed Member er bari, Sheikh Mohammad Para, Village- Kachuai, Post Office- Chakrashala, Police Station- Patiya, District- Chattogram

Permanent Address: Do



REFERENCE

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