

# **CIRRICULUM VITAE**

**NAME: MOHAMMED ARSHADUL ISLAM.**

**DOB: 15 DECEMBER 1986.**

**PLACE OF BIRTH: DUBAI. (U.A.E)**

**NATIONALITY: BANGLADESHI.**

**SEX: MALE.**

**MARITAL STATUS: MARRIED.**

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**LANGAUGES KNOWN: ENGLISH, ARABIC, BENGALI, HINDI, AND URDU.**

**TECHNICAL QUALIFICATIONS: HOLDING DUBAI DRIVING LICENSE.**

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## **PROFILE:**

A motivated and professionally experienced call center representative and Banking experiences with genuine and smooth customer services, An Bangladeshi national born in Dubai and raised up and completed the education in Dubai. I have experience of 10 years in the background of call center and customer services in different levels and departments. I have been working as a general accountant position in the banking sector in Dubai for 8 years and have been redundant as the position of the organization became weak. I am very much well experienced with the surroundings and atmosphere for giving the best customer service and helping my valuable customers being a call center representative too. I always seek to resolve the problems and hurdles of my customers with best and easy solvency through my best customer service skills.

## **OBJECTIVE:**

An able, enthusiastic, skilled, and reliable seeking a position that reflects my experience, skills, and personal attributes including dedication, meeting goals, and the ability to follow through.

## **EDUCATION BACKGROUND:**

- Completed Bachelors in Business and Administration (BBA) in management in American university of California- Dubai (2008).

## **EMPLOYMENT BACKGROUND:**

**Empost Courier Company- Dubai (2007-2009)**

**Position: Call Center Agent.**

### **Job Responsibilities:**

- Handling Calls, Emails, and Fax.
- Handling with Customers Perfectly and Politely In different languages.
- Calling the Customers to insure about their Documents and shipments.
- Handling Enquires from different Banks all over in U.A.E .and abroad.
- Excellent Skills of Customers Services with fast and ease solvency.
- Excellent Experience in Call Center Surroundings and atmospheres.

**Janata Bank Ltd.-Dubai (2011-2018)**

**Position: General Accountant cum PRO.**

### **Job Responsibilities:**

- Handling the daily Cash.
- Receiving and payment of daily Cash via Customers.
- Maintaining Cash books as per day end closing statement.
- Opening and Closing of Various Accounts.
- Preparing Monthly Statements of various Accounts.
- Issuing various kinds of certificate as per Customer Requests.
- Handling and solving various kinds of queries of customers through telephone, email, and fax.
- Handling all the issuance and cancellation of visas, medical fitness, Emirates Id Card and labour section works of the employees.
- Picking and dropping at the airport of employees and officers and clearing their documents as per the law of Ministry of Labour, U.A.E.
- Maintaining all the staff files according to the dated schedule with supported documents of visas and other necessary documents.
- Handling the works of trade licenses and other licenses with the Ministry of economy, U.A.E.