

CURRICULUM VITAE



Md. Farukul Azam

Yousuf Ahmed Bldg, Flat No. 202

Rolla, Sharjah, U. A. E

Mobile No. : 052-6830920

E-mail: farukazam@gmail.com

OBJECTIVE:

To obtain a challenging role in a progressive organization which I can utilize and develop my experiences.

SKILLS:

Able to perform excellent customer services can lead with Responsibilities Hardworking & Good team player. Ability to work under any circumstances well mannered and disciplined.

EDUCATIONAL ATTAINMENT:

-  Academic : Bachelor of science (Year 2002)
(National University, Dhaka)
-  Computer Proficiency : English Typing. Microsoft Word,
Microsoft Excel, Microsoft Power Point,
Microsoft Outlook, Internet & E-mail.

PROFESSIONAL EXPERIENCE:

Sr. No	Organization	Designation	Work Experience
1	Al Baraka Star General Trading, Dubai	Sales & Purchase In Charge	2005-2007
2	Federal Exchange Dubai (BINHINDI GROUP)	Remittance In-Charge	2007-2010
3	Economic Exchange Centre	Remittance In-Charge	2010-2013
4	Economic Exchange Centre	Branch Supervisor	2013-2016
5	Economic Exchange Centre	Branch Manager	NOV 2016 to FEB 2023

EMPLOYMENT HISTORY (UAE):

Economic Exchange Centre: September 2010 to February 2023

Designation: Branch Manager

Job Responsibilities:

- Expertise in experience in domain of processing Remittance, Payment and Operations, Fund transfer, Forex operations, Research & Analysis of exchange rate fluctuation and client servicing.
- Providing quality customer services and resolving customer queries and complaints, targeting customer care, satisfaction and retention.
- Responsible in checking and authorizing transactions made on internal system (Casmex) and on 3rd party remittance systems such as Western Union, Trans-Fast, Instant Cash, I-pay, Xpress Money and Himal Remit.
- Responsible for reconciliation of physical cash and system report of all the cashiers on daily basis.
- Maintaining branch cash as per the cash retention limit and funding the company bank account on regular basis through Trans guard.
- Consistently putting efforts for maximizing the branch business by providing better services to existing customers and marketing for generating new customers.
- Resolving the queries from compliance department regarding Remittance and Forex transactions.
- Maintaining registers for CCTV, Branch Key, Customer Query, Cash Movement, Counterfeit currency register.
- Reporting the suspicious incidents such as counterfeit currency to HO and other related authorities.
- Responsible for managing staffs' day off, Annual leaves as per the company policy.
- Providing training to new joiners.
- Making staff aware of current frauds incidents occurring in market and guiding to take precautionary measures for the same.
- Responsible for keeping a track on expiration dates of licenses, Visa of Staff and coordinating for the renewal of same with HO.

Federal Exchange Company: April 2007 to August 2010

Designation: Remittance In charge

Job Responsibilities:

- Making Telex Transfer (T.T) & Demand Draft.
- Making Western Union Send & Receive Transaction with proper ID of Sender & Receiver.
- Making Ezetop Transaction (Mobile Balance Transfer) to India, Pakistan, Philippine, Srilanka, Afghanistan, Sudan.
- Currency conversion and negotiate with the customers concerning rates.

- Dealing with customers.
- Handling calls and resolving customer grievances to minimize complaints.
- Handling the office correspondence.
- File maintenance and record keeping.
- Everyday after closing branch, print out the daily sales report.
- Everyday send TT sales report to Head Office after checking the all TTs with daily sales report.
- Handling all the complaints & amendment of customers.

Al Barakha Star General Trading L. L. C: Aug 2004 to Mar 2007

Designation: Sales In charge

Job Responsibilities:

- Incharge of Purchase Department (Cosmetic Section)
- Taking customers orders and arranging the delivery of the products.
- Attending to customer's queries, complaints & recommending steps to correct them.
- Entering the sales register with Excel sheet daily basis.
- Receipt acknowledgement and entry of customer's orders.

PERSONAL DETAILS:

Name : Md. Farukul Azam
Father's Name : Md. Kamal Uddin
Nationality : Bangladeshi
Religion : Islam
Date of Birth : 05/01/1981
Sex : Male
Marital Status : Married
Language Known : English, Hindi, Urdu, Arabic (Basic) & Bengali
Visa Status : Employment

PASSPORT DETAILS

Passport No. : A02900356
Place of Issue : Dhaka
Date of Issue : 02 FEB 2022
Date of Expiry : 01 FEB 2032

I hereby declare the given information is true and to the best of my knowledge.



MD FARUKUL AZAM