

Resume of

Tanvir A. Siddiquee

Dynamic and seasoned professional with a robust entrepreneurial spirit, showcasing proficiency as a Customer Services Executive, Senior Officer in Retail Banking, Project Lead in IT & SaaS, Office Administrator, and Teller in charge. With a rich 15-year background in banking, telecommunications, IT, and fintech, I hold a Master of Business Administration degree from DIU. My strategic acumen propels growth, seizes opportunities, and cultivates a collaborative culture, empowering teams. Over the course of my career, I've effectively overseen projects, managed operations and compliance, and attained exceptional levels of customer satisfaction and experience. Fueled by a creative and forward-thinking approach, I thrive in dynamic settings, consistently delivering outstanding results. Adaptable, team-oriented, and a proficient communicator, I excel in challenging environments.



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Work Experience



Business Development Officer, Dubai, UAE, May 2023

<https://www.akanbcleaningservices.com> • AKANBCS LLC

Roles and responsibilities: (Online Marketing and sales)

- Conducted administrative tasks, customer service, and negotiations with private and government authorities
- Lead online projects, market and business development
- Digital marketing, SEO, and social media campaigns



Manager Operations (SME Branch), Senior Officer, Social Islami Bank Limited

Dhaka, Bangladesh, August 2008–May 2016

Roles and responsibilities played and gained valuable experience in various areas of banking.

This involved handling customer transactions, managing accounts, and ensuring excellent customer service.

- **Customer Engagement:** Connects with customers through open-ended questions to assess needs. Promotes products and services, making customer referrals to drive sales
- **Transaction Management:** Manages customer payments and processes transactions to meet procedural standards. Provides cash, cheque, and remittance-based transactions, ensuring accuracy
- **Operational Oversight:** Acts as Manager of Operations, SME Branch, and Branch Operations; Holds responsibility as General Banking In-Charge
- **Cash In-Charge / Teller:** Oversees Cash transactions, ATM and Card Services, Foreign Remittances, and digital Digital Payment Services
- **Financial Analysis:** Examines quarterly financials to determine business operating capacity
- Analyzes revenue distribution, bank reconciliations, and account analysis documents for month-end closing
- **Compliance and Risk Management:** Implements KYC processes following central bank guidelines
- Holds roles as Branch Anti-Money Laundering Compliance Officer (BAMLCO) and Co-custodian

- **Achievements:** Recognized for exceptional performance and exceeding targets;
- Achieved a 10% reduction in average cash operation turnaround time with 100% accuracy
- **Sales & Marketing:** Banking products marketing and sales ; Loans, Personal Loan, Credit Cards, Deposit schemes • Conducts regular meetings and workshops to drive successful business plans
- **Loan Management:** Examines, evaluates, and processes loan applications and made deals
- **Community Engagement:** Networks within communities to find and attract new business and Customers
- **Asset and Record Management:** Establishes procedures for custody or control of assets, records, loan collateral, or securities

It is worth mentioning that Social Islami Bank Limited (SIBL) is a reputable bank in Bangladesh, with 4000 employees serving customers through 179 branches and 195 sub-branches across the country.



Operation In Charge: MTS Connections (IT and Fintech Service Provider)

Dhaka, Bangladesh, June 2016 to Dec 2022

Roles and responsibilities:

Operations Management: Acting as an operations executive in managerial roles based on office requirements

- **Office Operations:** Supporting company operations, maintaining office systems, implementing policies, and supervising staff
- **Administrative Expertise:** Designing filing systems, overseeing supply requisitions, coordinating meetings, and preparing presentations
- **Financial Oversight:** achieving financial objectives through budget preparation, expenditure scheduling, and variance analysis
- **Calendar Management:** Managing busy calendars, identifying potential conflicts, and coordinating travel, conference calls, and meetings
- **Client Relations:** Developing relationships with external clients, streamlining information flow, and assisting in scheduling processes
- **Confidentiality Assurance:** Maintaining the highest level of internal and external confidentiality
- **Team Collaboration:** Collaborating with teams on projects, supporting sales and marketing activities, and providing ad hoc assistance
- **Research and Data Management:** Conducting research, gathering data, and assisting with various administrative tasks
- **Communication and documentation:** Responding to emails, handling document requests, and drafting slides, meeting notes, and documents for executives
- **Service Excellence:** Achieving service excellence recognition through regular and special promotions with incentives



Executive Officer:

Shorol Limited (Concerned Project of MTSC) Duration: February 2018–March 2020

Roles and responsibilities:

- Led multiple private and government projects focusing on social development and digitalized services
- Collaborated with government organizations and developed projects.
- Managed purchasing, sales, marketing, and customer account operations efficiently

- identified and qualified customer needs, negotiated and closed profitable projects
- Developed and implemented strategies to maximize customer satisfaction
- Analyzed and reported on key performance metrics for senior management
- Oversaw and managed teams remotely and hybridly.

Customer Service Representative: Pacific Bangladesh Telecom Limited

July 2007–May 2008

Roles and responsibilities:

- Greeting customer-managed inbound and outbound customer operations
- Ensured customer satisfaction, service, and experience through professional communication and solving problems with positive impacts.
- Handled data management, KPI tracking, documentation, and training team members.
- Service is provided to 150–250 clients in one workday on-call and on-premises.
- Trained and led teams to achieve organizational goals.
- Keep records, manage databases, keep files, schedule meetings, and train.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Updated account information to maintain customer records
- Answered customer telephone calls promptly to avoid on-hold wait times.

Education



2005 - 2008

Daffodil International University

Marketing



2000 - 2001

NIIT Beximco LTD

PC Applications and Network-Centered
Computing Curriculum

Organizational Skills

Adaptability, leadership, integrity, punctuality, patience, time management, Creativity, persuasion, collaboration, Multitasking, Problem-solving, Public speaking, Communication skills, Commercial and Cultural awareness, Tech-savvy, service-focused, Team leadership, From idea to execution, Customer experience and satisfaction, research and development, project development, social media marketing, and online communications

WORKSHOPS AND TRAININGS

Fundamentals of Customer Services, Citycell Training Center.

Foundation Course in Banking, SIBL Training Institute.

Foreign Payment System through Inter Bank (ELDORADO Remittance Payment System & Western Union Payment System) SIBL Training Institute.

Workshop on Prevention of Anti-Money Laundering and Terrorist Financing, ICDDR Training Institute.

ACHIEVEMENTS/ AWARDS

Recognitions for Outstanding Services in Branch Banking by SIBL

Achieved the first position in the Bank evaluation exam conducted by BIBM (Bangladesh Institute of Bank Management) in 2016.

Best Performance Award by Rotary International, RID-3282

Skills

- Microsoft Office
- PC Banking
- Ababil Banking
- Social Media Marketing
- Sales and Marketing
- AML/KYC (Online)
- Remittance Processing
- Cashier Experience
- SME banking
- Slack
- CRM
- Mac OS or Windows
- G suite
- Pos
- ChatGPT
- Eldorado / Wester Union

Accomplishments

1. Successfully introduced a payment solution named Shorol Pay for Amazon.com's authorized Backpack Incorporations operations platform in Bangladesh, enabling pre-booked orders for customers without credit cards. This integration contributed to reducing the order cancellation ratio by 35% compared to the previous system.
 2. Develop Pocketmoney SR, a fintech startup project that addresses the challenge of providing simple, convenient, and transparent access to credit in the finance industry.
 3. Introduced www.citymedicine.com.bd, a digital healthcare and online medicine delivery platform, during the COVID-19 period.
 4. Led the implementation of various digital and e-commerce projects, including:
 - www.citylaundrybd.com (Online Laundry Services Platform)
 - Nomediaproperties.com (an online property/Land Buy/sell/Rent platform)
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 - **CERTIFICATIONS**
 - Generative AI Skills
 - Business Analysis Foundations: PMI and IIBA
- Languages:**
- English (Fluent)
 - Hindi (Fluent)
 - Bengali (Native)