

# MUHAMMAD SHAKHAWAT HOSSAIN MAMUN

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Dagonbhuiyan, Feni -3920

14 September 2024

The Head of HRD  
Index Exchange L.L.C.  
UAE

Muhtaram,

Assalamualaikum Warahmatullah.

I am writing to express my interest in securing a position at Index Exchange L.L.C.. I have completed Master of Social Science degree from International Islamic University, Chittagong, specializing in Economics and Banking. I have maintained a 3.65 CGPA out of 4.00 in my MSS through a well-balanced program of study. While doing my BSS in Economics at University of Chittagong, I was involved with Chittagong University Debating Society as a Debater and Organizer which is not only very analytical and technical by nature but also helps to build leadership and team building qualities.

In my role as an Assistant Officer (Cash) at Standard Bank PLC, I have been responsible for handling cash transactions and ensuring smooth cash operations. I have effectively managed cash inflow and outflow, provided excellent customer service, and maintained accuracy in cash handling. Additionally, I have collaborated with team members to streamline cash management processes and contribute to a high standard of service delivery. Furthermore, my job accomplishments are as follows:

Prepared daily, weekly and monthly cash related reports to be sent to the regional office, head office and regulatory body i.e Bangladesh Bank

Ensured strict compliance regarding Anti-Money Laundering and Customer Due Diligence

Day-end review of cash, other instruments, security items and stationaries

Maintained Cash Register, Key Register, Daily Pocket Register, Vault Entry and Exit Register, Cash IN and OUT Register, Cash Difference Register etc.

ATM cash loading and trouble shooting

As a chief teller of the branch worked as a custodian of ATM and Vault Keys

Cross selling from observation of customer transactions

Assisted the Branch Manager for the branch security management

Maintained file of circulars from Bangladesh Bank

Handled Non- Issuable & Mutilated Notes

Ensured general housekeeping standard of the branch

Handled client inquiry / complaint and request of processing statements, debit card, cheque book request

Achieved set targets in terms of potential customer and follow up with phone calls

Built new relationships while strengthening the existing relationships

Achieved set targets in terms of service standards

Customer queries followed up and solved problems.

I would appreciate the opportunity to interview with Index Exchange L.L.C. for any suitable position. Please find my resume which is enclosed for your review. I can be reached via email at [mamunshakhawat@gmail.com](mailto:mamunshakhawat@gmail.com) or by phone at +8801819863238 ( which is also Whatsapp number). I enthusiastically look forward to hearing from you soon.

Thank you for your time and consideration.

Sincerely

**Muhammad Shakhawat Hossain Mamun**

# MUHAMMAD SHAKHAWAT HOSSAIN MAMUN

## Contact

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## Skills

Experienced and detail-oriented Officer (Cash) with 5 years in the banking industry. Proven track record of efficiently managing cash operations, ensuring compliance, and delivering exceptional customer service at Standard Bank PLC. Skilled in preparing comprehensive cash reports, maintaining cash registers, and ATM cash loading. Adept at collaborating with team members to streamline processes and uphold high service standards. Possess a strong foundation in Economics & Banking, complemented by effective time management and communication skills.

80%

## Languages

Fluent in Bangla as I am a Bangladeshi. I have learned English as a second language. Moreover, in my University, medium of instructions was English.

## Interests

Reading

Travelling

## OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

## EXPERIENCE

**Standard Bank PLC** 07/10/2018  
Officer ( Cash) - Till now

I have joined Standard Bank as a Trainee Assistant Officer ( TAO) in 2018. In 2019 I was promoted to Assistant Officer ( Cash). Finally in 2023 I was promoted as Officer ( Cash).

## EDUCATION

**International Islamic University, Chittagong** 2021  
MSS in Economics and Banking  
3.65 (Out of 4.00)

**University of Chittagong** 2015  
BSS in Economics  
2.55 (Out of 4.00)

**Comilla Government College** 2010  
Higher Secondary Certificate (HSC) in Science  
4.00 (Out of 5.00)

**Dagonbhuiyan Academy (Comilla Board)** 2007  
Secondary School Certificate (SSC) in Science  
4.94 (Out of 5.00)

## REFERENCE

**Mr. Reaz Uddin - Standard Bank PLC**

Senior Executive Officer and Head of Branch  
+8801915450518

## ADDITIONAL INFORMATION

I was involved with Chittagong University Debating Society (CUDS) as a Debater and Organizer. Moreover, I have successfully completed the course and received "Certificate in Computer Fundamentals" from IDB-BISEW IT Scholarship Project held in February - March 2018.