

MD. SAIDUL HAQUE

Address: 248/6/E, 2nd Colony, Ward No. 10, Darus Salam Rd, Mirpur – 1, Dhaka-1216

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Career Objective

To obtain a responsible and challenging position in a local or multinational organization that will take advantage of my knowledge and experience and offer the opportunity for advancement.

Career Summary

Seeking a challenging career position where the unique blend of personally developed skills can be effectively utilized by offering long-term opportunity for professional growth in recognition of dedication, drive, and superior performance.

Special Qualification

Computer Advance User, WordPress, Website Development, HTML, CSS, Graphic Design, etc.

Employment History

Total Years of Experience: 13+ Years

1. Assistant Channel Officer (January 1, 2025 - Present)

Dutch Bangla Bank Ltd

Location: Dhaka | Department: ADC (Alternative Delivery Channels)

- Supervise and ensure high quality of services by recognizing and selecting accurate customers.
- Oversee KYC compliance maintenance and KYC data input in the system.
- Manage and resolve escalated ATM disputes.
- Monitor Fast Track & ATM Booths across designated areas.
- Coordinate General Banking Account Opening and Mobile Banking (Rocket) Account Opening.
- Execute trade campaigns for the unbanked population to enhance financial inclusion and increase deposits.
- Address issues relating to Risk, Legal, compliance, and other activities complying with Bank Risk Management guidelines.

2. Junior Channel Officer (September 1, 2017 - December 31, 2024)

Dutch Bangla Bank Ltd

Location: Dhaka | Department: ADC (Alternative Delivery Channels)

- Attracted potential customers by answering product and service-related queries; provided accurate, valid, and complete information.
- Provided Retail Loan, SME Loan, Credit Card & Prepaid Cards.
- Performed ATM card link, delivery & replacement to the customer.
- Maintained logistic supports of Customer Service and collaborated with the IT division.
- Verified customer KYC information screened through global watch lists before data input to reduce AML/CFT risk.
- Conducted KYC information verification via NID database of the Election Commission for transparency and accountability.

3. Trainee Channel Officer (September 16, 2012 - August 31, 2017)

Dutch Bangla Bank Ltd

Location: Dhaka | Department: ADC (Alternative Delivery Channels)

- Handled Cash Deposit, Mobile Banking Deposit, and Credit Card Deposit.
- Answered Customer/Client queries related to banking.
- Assisted with General Banking Account Opening and Mobile Banking (Rocket) Account Opening.
- Monitored Fast Track & ATM Booth operations.

4. Officer (IT) (January 1, 2011 - September 17, 2012)

Prime Islamic Life Insurance Limited

Location: 29, Dilkusha C/A, Raj Bhaban (6th floor) | Department: IT

- Performed Data Entry and maintained IT records.

Academic Qualification

Exam Title	Concentration/ Major	Institute	Result	Pass Year
M.S.S	Sociology	Jagannath University	Second Class (45%)	2011
B.S.S	Sociology	Jagannath University	Second Class (48.45%)	2010
HSC	Humanities	Dhaka Imperial College	CGPA: 2.8 out of 5	2003
SSC	Humanities	K.K. Govt. Institution	CGPA: 2.38 out of 5	2001

Training Summary

Training Title	Topic	Institute	Year	Duration
Retail Business, SME (PPG) & E-Business Products & Services	Loan	Dutch Bangla Bank Limited	2018	1 Day
Foundation Training Course	General Banking Service	Dutch Bangla Bank Limited	2012	7 Days

Professional Qualification

Certification	Institute	Duration
Certificate Course	National Computer Services	Jan 2003 - Dec 2003
Graphic Design Course	National Computer Services	Oct 2002 - Aug 2003

Career and Application Information

- **Looking For:** Top Level Job
- **Available For:** Full Time
- **Present Salary:** Tk. 50000
- **Expected Salary:** Tk. 70000
- **Preferred Job Category:** Accounting/Finance, Bank/Non-Bank Fin. Institution, IT/Telecommunication, Data Entry/Computer Operator, Graphic Designer, Other Special Skilled Jobs
- **Preferred District:** Dhaka, Munshiganj
- **Preferred Country:** India, Japan, United Kingdom, United States
- **Preferred Organization Types:** Banks, Govt./ Semi Govt./ Autonomous body, Call Center

Specialization

- Data Entry Operator (Both English & Bengali)
- Adobe Photoshop / Illustrator
- WordPress, Web Design, HTML & CSS3, Web Developer
- Personal Banking, Financial/ Banking service
- IT Support Service
- MS Word / Excel / PowerPoint / OneNote

Language Proficiency

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	Medium	Medium	Medium
Hindi	Low	Low	Medium

Personal Details

Father's Name	MD. SAMSUL HAQUE
Mother's Name	SHAMSUN NAHAR
Date of Birth	January 11, 1985
Gender	Male
Marital Status	Married
Nationality	Bangladeshi
National Id No	2698881452480 (Smart Card: 7770503501)
Religion	ISLAM
Permanent Address	C/O. Md. Shirajul Haque (Uncle), Village: West Deowbog, Near Talukder House, P.O + P.S: Munshiganj, District: Munshiganj.

Reference(s)

Details	Reference 1	Reference 2
Name	Dr. A.B.M Iqbal	Mohammad Al Amin
Organization	Jagannath University	Dutch Bangla Bank Ltd.
Designation	Professor & Chairman	Sr. Executive
Address	Dept. of Sociology	-
Phone (Off.)	-	01818733488
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Relation	Academic	Professional