



Shahik Al Faroque Chowdhury

Financial Services

Building-3, Zone-39, Street-913, Ramada Signal, Al-Nasr Area, Doha, Qatar |

P.O.B: Chattogram, Bangladesh, D.O.B: 26th November, 1997 |

Passport No: A05295786, Expiry: 09/10/2032

QID: 29705017423, Expiry: 22/05/2026

shahikchowdhury@gmail.com

+974 5105 5773

SUMMARY

Results-driven Finance graduate with 2 years of hands-on experience in the banking sector. Proven expertise in customer service, financial transactions, account management, and compliance with regulatory standards. Strong analytical and problem-solving skills with a solid foundation in financial principles and banking operations. Adept at working in fast-paced environments while maintaining high accuracy and attention to detail. Committed to delivering exceptional service and contributing to organizational goals.

SKILLS

Microsoft Office Suite

Team Collaboration

Quick Learner

Leadership and Communication

Customer Service

Tele Calling

WEBSITES AND SOCIAL LINKS

LinkedIn: www.linkedin.com/in/shahik-af-chy

EXPERIENCE

Officer

Mar 2023 — Mar 2025

Al-Arafah Islami Bank PLC - Dhaka, Bangladesh

- Processed daily financial transactions including deposits, withdrawals, transfers, and payments with high accuracy and compliance.
- Ensured compliance with AML, KYC, and internal audit policies while performing routine teller operations.
- Opened and processed new customer accounts, including savings, current, and fixed deposit accounts.
- Conducted thorough KYC verification and documentation checks for all account opening applications.
- Entered and maintained accurate customer data in core banking systems (e.g., Finacle, Flexcube, or equivalent).
- Cross-sell bank services such as debit cards, mobile banking, and online banking during account setup interactions.
- Provided frontline customer service by resolving inquiries, addressing account issues, and delivering banking information.
- Consistently met daily performance metrics, including transaction speed, error rate, and customer satisfaction scores.

Executive, Commercial

Nov 2021 — Jul 2022

HungryNaki, Daraz Bangladesh LTD - Dhaka, Bangladesh

- Managed key seller accounts, acting as the primary point of contact for onboarding, relationship management, and performance tracking on the platform.
- Oversaw the end-to-end seller onboarding process, including documentation, data validation, and uploading restaurant and menu details to the platform CMS.
- Input and maintained accurate seller information, such as pricing, menu items, business hours, and promotional offers, ensuring data

LANGUAGES

English



Arabic



Hindi



Bengali



REFERENCE

Reference available upon request

consistency.

- Collaborated with cross-functional teams, including Sales, Operations, and Tech, to resolve seller issues and improve the platform experience.
- Optimized seller listing performance by analyzing sales data and recommending updates to menu items, pricing strategies, and content visibility.
- Trained and supported new sellers during the onboarding phase, offering guidance on listing best practices and platform tools.
- Create Cuisine Mapping for various restaurants and ensure the best quality of content for the HungryNaki application and website.

EDUCATION

North South University

2017 — 2021

Bashundhara R/A, Dhaka, Bangladesh | BBA in Finance in Finance

- BBA graduate with a concentration in Finance, equipped with strong analytical skills, financial modeling knowledge, and a solid understanding of corporate finance principles.
- Achieved a CGPA of 3.28/4.0 in BBA program.
- Proficient in financial statement analysis, ratio analysis, and working capital management.
- Knowledgeable in stock valuation, bond pricing, and portfolio management techniques.
- Skilled in Excel for financial modeling, pivot tables, VLOOKUP, and scenario analysis.
- Well-versed in time value of money, capital structure theory, and risk-return analysis.
- Understanding of financial regulations, compliance standards, and internal controls.
- Experience conducting SWOT and PESTEL analysis during academic and internship projects.

ACHIEVEMENTS

Champion, IMRC 1.0 | International market research competition based on Impact investment. Organized by NSU Finance Club, North South University, Bangladesh.

HOBBIES AND INTEREST

- Travelling (Been to 64/64 districts of Bangladesh)
- Exploring Maps
- Photography
- Learning Cultures & Countries