

SHEIKH MD AKTAR-UZ-ZAMAN**Sr. Manager, Retail Business**

Community Bank Bangladesh PLC

Head Office, Dhaka.

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**PROFESSIONAL VALUE**

I offer a proven record of delivering measurable business results through strategic leadership, operational excellence, and sound financial management. Committed to providing timely solutions during management dilemmas, I continuously drive improvement initiatives that enhance efficiency, strengthen profitability, and create sustainable value for the organization.

INDUSTRY EXPERIENCE**Sr. Manager, Retail Business**

Senior Assistant Vice President (SAVP)

Community Bank Bangladesh PLC

Head Office, Dhaka.

June 18th 2025 to till now**Sphere of Activities**

As Senior Manager – Retail Business, I am responsible for leading and managing retail banking operations to achieve business growth, profitability, and superior customer experience. I oversee branch performance, drive sales of deposits and loans, and ensure compliance with regulatory and internal policies. My role focuses on developing and executing strategies to expand the customer base, strengthen product offerings, and enhance service quality. I work closely with branch managers and cross-functional teams to meet business targets, improve operational efficiency, and promote digital and innovative banking solutions. Additionally, I maintain key client relationships, monitor financial performance, and ensure the retail segment contributes effectively to the bank's overall objectives

Branch Manager

Senior Assistant Vice President (SAVP)

Community Bank Bangladesh PLC

Gulshan Branch, Dhaka.

June 26th 2023 to June 17th 2025**Key Accomplishments:**

In 2023 and 2024, through outstanding leadership strategies and adept team management, Gulshan branch Recognized as one of the **Top 3 Operating Profit Contributors** across the bank.

- I have Led the branch to become the **2nd Highest Non-Funded Income** Generating Branch.
- I have developed a high-performing team with a strategic mindset and strong problem-solving capabilities, dedicated to driving innovation and excellence in managing Non-Performing Loans (NPLs) within the portfolio.
- I have Crafted and executed an innovative strategy to strengthen the corporate and priority banking segment, ensuring alignment with organizational goals and driving sustainable growth.
- Cultivated strong relationships with high-net-worth clients, identifying their unique financial needs and offering customized financial solutions to enhance satisfaction and retention.
- I also collaborated with cross-functional teams to drive product and service innovation in both retail and corporate banking, significantly boosting market competitiveness and customer engagement.

Senior Branch Sales and Service Manager

Assistant Vice President (AVP)

Eastern Bank Limited (EBL)

Area of Branches: Banani, Gulshan, Dhanmondi, Motijheel.

June 7th 2011 to June 25th 2023.

Notable Achievements:

- Continuously achieved **"Outstanding"** performance ratings, consistently recognized as a top performer in various business initiatives and campaigns.
- Established as a renowned leader in **"Talent Retention Strategies"** effectively minimizing attrition rates and fostering a high-performing team environment.
- Played an integral role in **optimizing revenue streams, leveraging strategic insights and innovative approaches** to drive growth and profitability across bank and branch operations.
- Acknowledged for expertise in **"Operational Efficiency Enhancement"** implementing streamlined processes and systems to enhance productivity and deliver tangible results.

Customer Service Officer

Consumer Banking – Grade-08

Standard Chartered Bank (SCB)

Dhanmondi Branch

January 1st 2008 to May 25th 2011.

Job Responsibilities:

Establishing and maintaining effective relationships with new and existing customers, establishing their needs and advising on the suitability of services, managing and supporting staff and facilitating appropriate continuing professional development (CPD), communicating, implementing and monitoring compliance with corporate standards and procedures.

EDUCATIONAL BACKGROUND

Master of Business Administration (MBA)

Accounting & Information System (AIS)

University of Dhaka

Current CGPA 3.64

Bachelor of Business Administration (BBA)

Human Resource Management (HRM).

The University of Asia Pacific (UAP)

CGPA 3.91

Banking Professional Examination -2024

AIBB (Associate of the Institute of Bankers, Bangladesh).

Passed

REFERENCES

Mr. Zeeshan Hasib CEO, Source & Solution SouthBreeze Square, Level-11, 52 (Old), 90 (New), Gulshan Avenue, Dhaka-1212. Cell No: 01713032695	Mr. SADIQ AHMED Vice Chairman Policy Research Institute of Bangladesh House 16, 4 th Floor Road 10/A, Block H Banani, Dhaka 1213. Cell No: 01713171373
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