

# Md Sarwar Matin

Customer Engagement & Administration

## Personal Details

2 Stonemason Court.  
Ward Close, Peterborough  
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## Hobbies

Travelling  
Web development  
Watching films  
Socialising  
Writing article / Blogs

## Certificates

Advanced Content and  
Social Tactics to Optimize  
SEO (Coursera)  
Certificate URL: [View  
Certificate](#)

Assess for Success:  
Marketing Analytics and  
Measurement (Coursera)  
Certificate URL: [View  
Certificate](#)

Attract and Engage  
Customers with Digital  
Marketing (Coursera)  
Certificate URL: [View  
Certificate](#)

Satisfaction Guaranteed:  
Develop Customer Loyalty  
(Coursera)  
Certificate URL: [View  
Certificate](#)

Google Digital Marketing &  
E-commerce (Coursera)  
Certificate URL: [View  
Certificate](#)

Think Outside the Inbox:  
Email Marketing  
(Coursera)

## Professional Summary

Experienced professional with a strong background in corporate administration and communications, known for enhancing operational efficiency and stakeholder engagement. Proven ability to manage business support functions, streamline processes, and oversee corporate messaging to align with organizational goals.

Skilled in leading teams, optimizing workflow coordination, and driving strategic communication initiatives. Adept at leveraging digital tools for documentation, reporting, and process improvement, ensuring seamless operations and cross-functional collaboration.

## Experience

Aug 2015 – Present (Hybrid)

### Customer Engagement Manager | Jamuna Bank PLC

- Streamlined administrative processes and reporting, enhancing operational efficiency using digital tools and workflow coordination.
- Managed stakeholder and client relationships, resolving inquiries and driving satisfaction through effective engagement.
- Led branding and PR initiatives, overseeing corporate messaging and team training to align with organizational goals.
- Optimized service delivery and support functions, improving process workflows and customer-facing operations.

Aug 2013 - Jul 2015 (On-Site)

### Senior Officer | Meghna Bank PLC

- Assisted clients with account management, transactions, and service-related concerns.
- Implemented service process improvements that reduced resolution time.
- Coordinated with departments to enhance customer experience and reduce friction.

Jan 2010 - Jul 2013 (On-Site)

### Team Leader, Brand Communications | Madonna Communications Ltd

- Led customer engagement initiatives, improving brand loyalty and service quality.
- Managed customer feedback and developed action plans to enhance satisfaction.

## Skills

Certificate URL: [View Certificate](#)

## Education

**Bachelor Of Business Administration**  
The University of Asia Pacific, Dhaka, Bangladesh  
2000 –2004

**Higher Secondary school Certificate**  
Notre Dame College, Dhaka, Bangladesh  
1997 –1999

Customer Service Excellence	Complaint Handling & Conflict Resolution
Communication & Active Listening	Crisis Management
Problem-Solving & Decision-Making	Public Relations
Multitasking & Time Management	Service Process Improvement

## Professional Certification

**AI in Society: Introduction** | The University of Edinburgh  
**AI in Society: AI and Justice** | Universidad Complutense Madrid  
**AI in Society: AI and Discrimination** | The University of Edinburgh  
**AI and Democracy** | The University of Edinburgh  
**AI and One Health** | The University of Edinburgh  
2025

**Certificate in Mortgage Advice and Practice – (CeMAP) Ongoing**  
The London Institute of Banking & Finance (LIBF)  
Expected Completion: Dec 2026

## References

Available upon request.