

# ASHFAQ AHMED

CEAF



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## PROFILE



Dedicated professional with a strong background in internal control, dispute resolution, and business coordination within the financial services sector.

Proven track record of implementing robust auditing and compliance measures, resolving financial disputes, and driving customer satisfaction. Adept at navigating regulatory requirements and mitigating risks to ensure organizational success.

## EDUCATION



**MBA in HRM** 2013  
*American International University  
Bangladesh*  
CGPA - 3.45 out of 4

**BBA in HRM** 2010  
*American International University  
Bangladesh*  
CGPA – 3.24 out of 4

**GED in** 2005  
*Mentors College, (Maine state  
department of Education, USA)*

**O'LEVE** 2003  
*Edexcel International*

## KEY SKILLS



- Internal Control
- Regulatory Compliance
- Financial Dispute Resolution
- Business Coordination
- Auditing
- Compliance Operations
- Stakeholder Management
- Business Development
- Crisis Management

## WORK EXPERIENCE



<b>SENIOR EXECUTIVE, Internal Control</b> <i>Nagad Limited, Dhaka</i>	Oct 2023 - Present
<b>SENIOR EXECUTIVE, Dispute Resolution</b> <i>Nagad Limited, Dhaka</i>	Jun 2022 - Sep 2023
<b>EXECUTIVE, Dispute Resolution</b> <i>Nagad Limited, Dhaka</i>	Nov 2020 - May 2022
<b>BUSINESS COORDINATOR</b> <i>Lankan Alliance Finance Limited</i>	Oct 2018 - Nov 2020
<b>EXECUTIVE OFFICER</b> <i>Delta Life Insurance</i>	Mar 2015 - Sep 2018
<b>BUSINESS SUPPORT OFFICER</b> <i>Lanka Bangla Finance Ltd</i>	Feb 2014 - Mar 2015
<b>INTERN</b> <i>Accenture Bangladesh</i>	Dec 2013 - Jan 2014
<b>INTERN</b> <i>ICDDRDB</i>	Mar 2010 - May 2010

### Key Responsibilities

- Conduct regular audits and reviews to ensure adherence to internal policies and regulatory standards.
- Implement robust audit trails and logging mechanisms for transparent financial transactions.
- Lead KYC reviews and anti-money laundering measures to prevent financial crimes.
- Develop disaster recovery and business continuity plans to mitigate operational risks.
- Manage access controls and implement data protection measures for information security.
- Provide comprehensive employee training on security protocols and best practices.
- Oversee authentication and authorization processes to maintain data integrity.
- Implement encryption and data protection measures to safeguard confidential information.
- Develop incident response plans and coordinate responses to security breaches.
- Uphold the organization's code of ethics and conduct.

## LANGUAGE SKILLS

- **Bengali** – Native
- **English** – Good professional proficiency in reading, writing, listening and speaking.

## TECHNICAL SKILLS

- Good working knowledge in MS Word, Excel, and PowerPoint.
- Email and Internet browsing.
- Oracle database management software

## SOFT SKILLS

- Communication
- Teamwork
- Time Management
- Adaptability
- Conflict Resolution
- Decision Making
- Client Service Orientation
- Attention to Detail
- Problem-Solving

## PROFESSIONAL DIPLOMA

Certified Expert in Anti-money Laundering & Financial Crime 2024

**Institute:** Bangladesh Institute of Bank Management

**Duration:** 6 Months

## TRAINING AND AWARDS

- Training on Bangladesh Labor Law & Rules-2015, Advocate Jafrul Hasan
- Basic Course on Life Insurance, Bangladesh Insurance Academy
- Employee of the Month, Lankan Alliance Finance Limited (August 2019)

## EXTRACURRICULAR ACTIVITIES

- Played cricket for the school cricket team
- Member of the school newsletter club

## PERSONAL DETAILS

Father's Name : Dr. Moinuddin Ahmed

Mother's Name : Sajeda Ahmed

Date of Birth : 14<sup>th</sup> May 1986

Marital Status : Married

## REFERENCES

**Mr. Khaja Wasiullah**

AVP Divisional in Charge

Cards Division

NRB Bank PLC

Mobile: +88 01711 943191

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(Ashfaq Ahmed)