

FATEMA TUZ JOHORA MUMU

Road -12, Ho-55, Mohammadpur Housing, Mohammadpur,
Dhaka 1207.

01779734734.

fatimamumu937@gmail.com



CAREER OBJECTIVE:

I aim to work in a structured organization where I can apply my creativity and innovative thinking. I am dedicated to roles that offer freedom to face challenges, allowing me to prove my abilities and contribute meaningfully to organizational success

EMPLOYMENT HISTORY:

Total Year of Experience: 9.3yrs.

1. Admin Officer (4.5yrs.) Muslim Aid UK Bangladesh Field Office

(29 Dec 2020 - 30 May 2025)

Area of Expertise:

Admin

Communication.

Documentations

Duties/Responsibilities:

1. Ensured administrative policies and procedures are current and effectively implemented.
2. Maintained organized documentation systems and ensured records are accessible and up to date.
3. Handled all incoming phone calls and directed them professionally.
4. Greeted and welcomed visitors with a positive, professional attitude.
5. Coordinated vendor relationships and managed communication and follow-up with service providers.
6. Assisted in organizing meetings, trainings, and events including scheduling, logistics, and minute taking.
7. Managed requisition, inventory, and stock register for office stationery and supplies.
8. Maintained and tracked Material Requisition Forms MRF to ensure timely procurement.
9. Prepared and updated Goods Received Notes GRN for delivered items.
10. Processed and settled office bills in coordination with the finance team.
11. Managed petty cash transactions with proper documentation and reconciliation.
12. Ensured first aid supplies are stocked and regularly updated.
13. Supported the recruitment process by screening resumes and scheduling interviews.
14. Maintained and updated employee records with confidentiality and accuracy.
15. Acted as a safeguarding focal person, ensuring documentation and awareness of safeguarding concerns.

2. Executive Officer - Customer care, Sales & Admin (2.1 yrs.) Studio 2000

(18 Dec 2017 - 24 Dec 2019)

Area of Expertise:

Administration.

customer care management.

Sales & Marketing.

Duties/Responsibilities:

- 1.Maintaining customer relationship and tracking customer satisfaction.
- 2.Collaborating with the Advertising Manager to launch new consumer promotion
- 3.campaigns and develop consumer engagement plans.
- 4.Generating sales and marketing reports for management as needed.
- 5.Delivering excellent customer service.
- 6.Staying updated with the latest marketing trends and competitor activities.
- 7.Monitoring staff performance.
- 8.Managing front desk.
- 9.Handling office administration tasks.

3. Community Development Officer (2.7 yrs) Bihongo Mohila Sangstha (BMS)

(1 Mar 2014 - 25 Oct 2016)

Area of Expertise:

Communication & Marketing.

Program and Project Development

Duties/Responsibilities:

- 1.Mobilize communities for trainee enrollment.
- 2.Raise awareness through field visits.
- 3.Promote training programs locally.
- 4.Ensure trainee attendance and graduation.
- 5.Prepare plans and reports.
- 6.Collect and document data.
- 7.Maintain records properly.
- 8.Follow safeguarding in beneficiary selection.

ACADEMIC QUALIFICATION:

Exam Title	Major	Result	Passing Year
Master of Social Science (MSS)	Social Work	First Class	2019
Bachelor of Social Science (BSS)	Social Work	Second Class	2016
HSC	Commerce	3.95 GPA	2011
SSC	Arts	4.19 GPA	2008

SKILL:

- 1.Time management
- 2.Problem-solving.
- 3.Teamwork.
- 4.Leadership.

- 5.Multitasking.
- 6.Work under pressure.
- 7.Good communication skills.
- 8.Teamwork.
- 9.Good Computer Knowledge.
- 10.Safeguarding.
- 11.Video Editing.
- 12.Digital Marketing (Social Media Marketing)

LANGUAGE PROFICIENCY:

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

PERSONAL DETAILS :

Father's Name : Mohiuddin Ahmed
 Mother's Name : Sajeda Mohiuddin
 Gender : Female
 Marital Status : Single
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : Road -12, Ho-55, Mohammadpur Housing, Mohammadpur, Dhaka 1207
 Current Location : Dhaka
 Blood Group : A+

REFERENCE (S):

Reference: 01

Name : Nupur Akhter
 Organization : Muslim Aid Uk Bangladesh field Office
 Designation : HR and accounts Officer
 Address : H# 13,R# 17, B# J, Banani, Dhaka.1213.
 Mobile No : 01983197640
 Email : nupur.aktar@muslimaid.org
 Relation : Professional

Reference: 02

Name : Khaleda Moriom
 Organization: Muslim Aid UK Bangladesh field office
 Designation : Coordinator
 Address : H# 13,R# 17, B# J, Banani, Dhaka.1213.
 Mobile No : +8801716545983
 Relation : Professional

DECLARATION:

I certify that all information stated in this Curriculum Vitae (CV) is true and Completed to the best of my knowledge.