

Masnoor Binta Monir

Phone: +880 1648897409

Email: masnoorpima@gmail.com

Address: 14/7F Moneshwr Rd, Tallabagh, Jigatola, Dhanmondi, Dhaka-1209



CAREER SUMMARY

A motivated and detail-oriented BBA student majoring in Finance, with practical experience in social media moderation, customer engagement, and content development. Skilled in managing digital platforms, responding to customer needs, and supporting smooth inventory operations. Focused on building strong client relationships and delivering outstanding service in fast-paced, digitally driven environments.

KEY SKILLS & EXPERTISE

- Social Media Moderation
- Facebook & Instagram Page Management
- Customer Communication (Text, Call, Email)
- Content Customization, CRM Tools (Basic)
- Customer Relationship Management
- Content Adaptation & Moderation
- Problem-Solving & Critical Thinking
- Inventory & Office Supply Coordination
- Office Administration & Time Management
- Digital Brand Promotion
- Content Planning & Posting
- MS Office (Word, Excel, PowerPoint)

PROFESSIONAL EXPERIENCE

Social Media Moderator – The Halum Craft – Dhaka, Bangladesh | January 2024 – April 2025

- Responded promptly to customer queries via social media, messages, and email.
- Analyzed social media trends and engagement metrics to guide content and communication.
- Contributed content ideas tailored for Facebook, Instagram, and X (formerly Twitter).
- Updated listings and tailored content tone to ensure accuracy and brand consistency online.
- Maintained a professional online presence through engaging and timely communication.
- Increased customer satisfaction through timely, helpful, and personalized digital support.
- Enhanced engagement by aligning social content with current trends and audience behavior.

Social Media Moderator – Mehezabin Mehendi House – Dhaka, Bangladesh | January 2020 – July 2021

- Handled client communication through phone calls, messaging apps, and email platforms.
- Analyzed social media interactions to identify common concerns and improvement opportunities.
- Supported content planning and posting schedules across Facebook and Instagram.
- Monitored stock and tailored social media content to meet customer needs effectively.
- Improved client satisfaction by streamlining communication and resolving queries effectively.
- Contributed to increased post engagement through trend-aligned content suggestions.

ACADEMIC QUALIFICATIONS

- BBA in Finance** – University of Liberal Arts Bangladesh (ULAB) | CGPA: 3.00
- HSC in Business Studies** – Mohammadpur Preparatory School & College (English Version) | GPA: 3.67
- SSC in Business Studies** – Mohammadpur Preparatory School & College (English Version) | GPA: 3.61

ADDITIONAL INFORMATION

Private Tutor (2021 – Present) | Member, ULAB Digital Marketing Club | Volunteer, Community Projects

Languages: Bengali (Native) | English (Professional Working Proficiency)

Personal: DOB: February 19, 2003 | Permanent Address: 26/1, Tallabagh, Rayer Bazar, Hazaribagh, Dhaka-1209

REFERENCE

Md. Mahmudur Rahman Ovi

Assistant Vice President, Wholesale Banking Division
Mutual Trust Bank PLC
MTB Centre, 26 Gulshan Avenue, Dhaka-1212
Phone: +880 1977289026

Md. Arif Ahmed Bhuiyan

Officer, Credit Risk Management
IIDFC PLC
122-124 MCCI Building, Motijheel, Dhaka
Phone: +880 1768393777

Email: mahmudur.ovi@mutualtrustbank.com

Email: arifahmed@iidfc.com