

Masum Billah

BBA in Marketing | Corporate Support & Administration.

✉ masumarafat1@gmail.com ☎ +88 01625-670057 📍 Uttara Sector 10, Dhaka.

PROFILE

Organized and detail-oriented professional with over 5 years of experience in corporate support, customer service & teaching. Strong in workplace communication, office administration, documentation and MS Office tools. Proven ability to coordinate with clients, visitors and internal teams in professional environments.

EDUCATION

BBA (Honours) in Marketing
Government Debendra College, Manikganj
CGPA: 2.75

HSC in Science
Khawja Rahmat Ali College
GPA: 4.08

PROFESSIONAL EXPERIENCE

Receptionist / Administrative Support
Islamia Hospital

12/2022 – 01/2024 | Jhitka, Manikganj.

- Managed front desk operations, phone calls and visitor coordination
- Maintained records, schedules and basic administrative documentation

English Teacher (Communication Focus)
Khan Academy

05/2020 – 11/2022 | Shibalaya, Manikganj.

- Delivered English communication and writing support
- Assisted learners in improving professional speaking skills

Customer Support & Complaint Manager
Faruk Telecom & Gadgets

06/2016 – 07/2018 | Jhitka, Manikganj.

- Handled customer issues and after-sales support professionally
- Coordinated inventory, warranty claims and service documentation

CORE SKILLS

- Corporate & Office Administration
- Quick learner and hard working
- Workplace Communication
- Team Coordination
- MS Office (Word, Excel, PowerPoint & Email)

ORGANIZATIONS

As-Sunnah Foundation
Volunteer
March for Gaza

MDJS Development Organization
Advisor

LEADERSHIP / ADVISORY ROLE

MDJS Development Organization
Advisor

2015 – Present

Provide strategic guidance and advice for organizational development projects.
Support decision-making and planning for community initiatives.

Scout Leader & Member
Firoza Ideal High School (Leader for 4 Years)
01/2011 – 02/2016

Led and mentored school scouts in community service and skill-building activities.

Organized and coordinated school scouting events and programs.

Completed multiple training sessions and skill development programs offered by Scouts, enhancing leadership and teamwork abilities.

TRAINING & CERTIFICATES

Art of Problem Definition

Passport to Earning Bangladesh (UNICEF) — Dec 2025

Youth Development Program

As-Sunnah Skill Development Institute - Nov 2025

Computer Basic And ICT Application

Department of Youth Development
(Ministry of Youth & Sports - 2025)

Workplace Communication Essentials

Passport to Earning Bangladesh (UNICEF) — Dec 2025

Excel Essentials for Workplace Productivity

Passport to Earning Bangladesh (UNICEF) — Dec 2025

Language & Leadership Foundation Course

As-Sunnah Skill Development Institute (March 2025 - Dec 2025)

PROJECTS EXPERIENCE

Field Interviewer – Economic Census

Research Project – Bangladesh Bureau of Statistics (BBS)
- 2022 & 2024

- Conducted household and business surveys
- Verified data accuracy and assisted in final reporting

SOCIAL ACTIVITIES

Participant as a Volunteer

March for Gaza – Bangladesh, 2025

Actively participated in awareness campaign and solidarity march.

Supported organizational activities and promoted community engagement.