

Applied For: **Virtual Assistant (for our Sylhet Office so You must be living in Sylhet)**

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## **A.H.M. KAMRUZZAMAN**

Address: HoNo: Cha 55/A, Flat No:6A, Building Name: Golbal Lamiya, Kwetii Mosjid Road, Uttar Badda, Dhaka  
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### **Career Objective:**

I want to build up my career in leading organization of Bangladesh where professionalism and enthusiasm is appreciated for the success of the company as well as the country.

### **Employment History:**

**Total Year of Experience : 11.5 Year(s)**

#### **1. M&E Manager ( July 1, 2013 - Continuing)**

##### **FH (Food for the Hungry) Association**

Company Location : House - 81, Road - 4, Block - B, Banani, Dhaka

Department: Policy & Resources

##### **Duties/Responsibilities:**

Key Result Area #1 Lead the FH Bangladesh M&E Process (30%)

- 1) Provide technical training for staff on the use of globally and locally developed M&E tools;
- 2) Respond to inquiries from Affiliates and donors about program evaluations and reporting needs;
- 3) Manage the project evaluation schedule, insuring deadlines are met;
- 4) Lead and guide the evaluation team during the project evaluation process;
- 5) Compile and maintain national statistics and data for future reference, and;
- 6) Lead various surveys and questionnaires, when assigned.

Key Result Area #2 Oversee the Management Information System (30%)

- 1) Design and improve the Management Information System (MIS) for program and project monitoring and reporting;
- 2) Produce and provide MIS reports to relevant program staff, and include recommendations;
- 3) Manage the filing and record keeping of both hard and soft copies of all M&E reports, data, statistics, pictures, etc.;
- 4) Insure the quality of information from the field by training field staff on the MIS report format, tools, and gathering techniques, and;
- 5) Provide statistics, data and other necessary information during project proposal development and/or requested.

Key Result Area #3 Manage the Monitoring System (30%)

- 1) Design the M&E system based on global and local standards and needs;
- 2) Maintain and update M&E system with the latest tools, methods, and practices, and;
- 3) Provide project offices technical support in overcoming obstacles, following line management,

and;

4) Train and update field staff on the latest M&E tools and methods, when needed.

Key Result Area #4 Personal Growth, Development, and Responsibilities (10%)

- 1.) Maintain and manage individual goals to ensure objectives are achieved;
- 2.) Pursue ongoing training in the form of seminars, conferences, online learning opportunities, and link with global M&E experts;
- 3.) Study, develop, use, and practice English, both verbal and written, and;
- 4.) Manage and maintain all FH policies and procedures and live out the organizations values.

2. **Senior MIS Officer ( November 1, 2008 - June 30, 2013)**

**UTTARAN ( A Social Development Org.)**

Company Location : Dhaka

Department: Monitoring & Evaluation

**Duties/Responsibilities:**

Responsible for organizing system (hardware and software) for MIS of the project.

Provide support in entering and cleaning of data collected from the field.

Extend support to Project Coordinator, M&E Manager and Monitoring Officer in analyzing data, find out gaps and problem areas.

Perform duties in the absence of the M&E Manager.

Generate reports as requested by the M&E Manager & Project Coordinator.

Prepare feedback for the Center Offices & partner NGOs to improve performance.

Update project information based on the MIS.

Provide help-desk and on-site technical support of hardware and software.

Responsible for planning field training on MIS/CMS for the Center office & PNGO Staff members.

Any other duties as requested by the M&E Manager & Project Coordinator.

3. **Customer Manager ( June 5, 2007 - June 30, 2008)**

**GrameenPhone Ltd.**

Company Location : Dhaka

Department: Sales Division

**Duties/Responsibilities:**

- Sales: Attain Territory Sales Target through daily POS visit, ensuring proper distribution of products and implementation of retail channel activities.

- Planning: Prepare own market visit plan, retail execution plan, TMM route plan, campaign execution plan, distribution extension opportunity etc. on regular basis.

- Leadership: Lead and motivate the retailers to strongly promote GP and induce push sales.

- Support: Provide all necessary support to retailers according to channel development plans.

- Co-operation: Provide timely feedback on market activities to relevant people for coordinated planning, making informed business decisions and generating timely actions.

- Development: Develop strong trade relationship with all Telco and key flexi retailers.

- People management: Monitor SE and TMM performance on a regular basis and provide structured feedback for development.

- Reporting: Manage regular and on demand (Daily, Weekly, Monthly and/or Ad-hoc) reports according to business requirements.

4. **Customer Manager ( March 23, 2006 - June 4, 2007)**

**GrameenPhone Ltd.**

Company Location : Dhaka

Department: Commercial Division

**Duties/Responsibilities:**

- Provide one-stop customer service as per defined processes to enrich customer experience.

- Make informative and successful interaction with Customers to increase customer base and brand image.

- Meet all queries of end customers efficiently.

- Escalate critical issues to concerned unit timely to ensure positive customer experience.
- Incorporate company values in professional dealings to comply with corporate codes of conduct.
- Error free and timely reporting of activities for timely management update.

#### **Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Masters of Development Studies (MDS)	Social Science	Jahangirnagar University	Enrolled	2018	1.5
B.Sc. Hons. In Computer Science	Computer Science	National University	First Class, Marks :68%	2003	4 Year
HSC	Science	Chuknagar College, Jessore Board.	First Division, Marks :82%	1998	2 year
SSC	Science	Dibbya Palli High School, Jessore Board.	First Division, Marks :69.4%	1996	2 Year

#### **Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
International Development for Early Learning Assessment (IDELA)		Save the Children	Bangladesh	Brac CDM, Rajendrapur, Gazipur, Bangladesh	2017	Six days
Training on Open Data Kit(ODK)		Food For The Hungry	Rwanda	Great Season Hotel, Kigali, Rwanda	2017	3 Days
Training on Result Framework Preparation	M&E framework, Result frame work, Problem tree	Food for the Hungry	Bangladesh	Dhaka	2015	2 Days
CFCT Phase III Training	Rapid Food Security and Livelihood Assessment, Theory of Change, Barrier Analysis, Result Framework, M&E Framework	Food for the Hungry	Thailand	Bangkok	2015	10 Days
Regional Monitoring & Evaluation Workshop	Data analysis and Interpretation, Using of Epi-Info, Savix MIS, Barrier analysis	Food For The Hungry	Cambodia	Phnom Pehn, Cambodia	2014	5 Days

Training on Supervision & Monitoring		IDRT, Uttaran	Bangladesh	Tala, Satkhira	2011	2
Leadership & Primary Organization Management		Uttaran - A social development organization	Bangladesh	IDRT, Uttaran, Tala, Satkhira	2010	5
Monitoring and Evaluating Advocacy	<ul style="list-style-type: none"> <li>• What is advocacy</li> <li>• Uttaran's approach to advocacy</li> <li>• Key concepts of monitoring and evaluation</li> <li>• Monitoring and Evaluating Advocacy</li> <li>• M&amp;E Framework of Uttaran-SEMPTI project</li> <li>• Importance of indicators</li> <li>• Tool's for Monitoring and Evaluating Advocacy</li> </ul>	IDRT, Uttaran	Bangladesh	Tala, Satkhira	2010	2
Leadership Training		VSO	Bangladesh	Bachte shekha, Jessore	2009	Five Days
MIS System		SHIREE	Bangladesh	Uttran, Khulna	2009	2
Leadership Training		GrameenPhone Ltd.	Bangladesh	Hotel Tiger Garden, Khulna.	2007	One Day
Communication Training		GrameenPhone Ltd.	Bangladesh	Hotel Tiger Garden, Khulna.	2007	One Day

#### **Career and Application Information:**

Looking For : Top Level Job  
 Available For : Full Time  
 Present Salary : Tk. 60000  
 Expected Salary : Tk. 20,000  
 Preferred Job Category : NGO/Development, Research/Consultancy  
 Preferred District : Barisal, Dhaka, Jessore, Khulna, Rajshahi  
 Preferred Country : Malaysia, Rwanda, Cambodia, Philippines  
 Preferred Organization Types : NGO, Consulting Firms

#### **Specialization:**

Fields of Specialization
<ul style="list-style-type: none"> <li>• MS Access</li> </ul>

- MS Word/Excel/PowerPoint/OneNote
- Visual Basic 6.0
- SPSS
- Epi-info

### **Language Proficiency:**

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

### **Personal Details :**

Father's Name : S.M. Abul Kashem  
 Mother's Name : Mrs. Mazida Khanom  
 Date of Birth : November 19, 1981  
 Gender : Male  
 Marital Status : Married  
 Nationality : Bangladeshi  
 Religion : Islam  
 Permanent Address : Vill: Rostompur, Po: Chuknagar, Thana: Dumuria, Dist: Khulna.  
 Current Location : Dhaka

### **Reference (s):**

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	: Md. Abdul Alim Mahmud	Md. Masudur Rahman
Organization	: Bangladesh Police	Uttaran
Designation	: AIG	Project Accountant
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Relation	: Relative	Professional