

ISRAT JAHAN MIM

Distribution & Field Operations | Beneficiary Services | Accountability to Affected People

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PROFESSIONAL SUMMARY

Humanitarian field professional with over five years of work experience, including more than two years of daily frontline work in the Rohingya refugee response in Ukhiya, Cox's Bazar. Currently leading a 26-member field team as Distribution Point Manager on an IOM-supported project, serving 1,000+ beneficiaries per day and 2,000+ during high-volume distributions. Strong hands-on experience in crowd management, beneficiary verification (KoboToolbox, GDT), camp-level coordination, problem solving, and Accountability to Affected People (AAP) with Complaint and Feedback Mechanisms (CFM). Skilled in daily reporting with MS Excel and Word, KoboCollect surveys, Google Workspace, meeting minutes and professional correspondence. BBA in Accounting (CGPA 3.94/4.00). Fluent in Bangla, English (C1) and Rohingya (C1), enabling direct, respectful communication with affected communities, partners and management.

2,000+

Beneficiaries served on peak distribution days

26

Field team members led and supervised

5+ yrs

Work experience, 2+ yrs in the Rohingya response

3.94

CGPA (out of 4.00), BBA in Accounting

CORE COMPETENCIES

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|---------------------------------|----------------------------------|---------------------------------|
| ✓ Distribution Management | ✓ Crowd & Queue Management | ✓ Beneficiary Verification |
| ✓ Camp-level Coordination | ✓ AAP & Complaint/Feedback (CFM) | ✓ PSEA & Safeguarding Awareness |
| ✓ Team Leadership & Supervision | ✓ Problem Solving on the Spot | ✓ Reporting & Documentation |

PROFESSIONAL EXPERIENCE

Distribution Point Manager

Feb 2025 – Present

Enroute International (implementing partner, IOM-supported Humanitarian Assistance Project) | Balukhali, Ukhiya, Cox's Bazar

- Lead day-to-day distribution operations at the Balukhali distribution point, supervising a 26-member field team and serving 1,000+ beneficiaries per day, rising to 2,000+ during high-volume distribution cycles.
- Plan the daily workflow, assign duties and brief team members before each distribution day so assistance is delivered on time and in an orderly way.
- Verify beneficiaries using KoboToolbox, beneficiary cards and GDT (Global Distribution Tool), making sure the right assistance reaches the right household and distribution records stay accurate.
- Resolve verification discrepancies on the spot and refer unresolved cases to the relevant team for follow-up, so no eligible household is left out.
- Manage crowd and queue flow to keep distributions safe, calm and dignified, with attention to people with specific needs such as older persons, persons with disabilities and pregnant women.
- Apply AAP principles and CFM protocols throughout the distribution cycle, making sure beneficiaries receive clear information and can share complaints and feedback safely.
- Coordinate at camp level with camp management and site actors, IOM project staff, field partners and community leaders to schedule distributions, share information with the community and solve camp-level issues.
- Handle problems as they happen on distribution days, such as crowd pressure, card or list mismatches, absent beneficiaries and weather delays, and find quick, fair solutions without stopping the distribution.
- Prepare daily distribution reports and data summaries in MS Excel and Word, write meeting minutes, and communicate with management and partners through professional email, Outlook, Teams and Zoom.
- Follow LPG and fire-safety procedures at the distribution point to protect staff and community members, and make sure the team follows the PSEA code of conduct.

Key achievement: Managed high-volume distribution days of 2,000+ beneficiaries with the same 26-member team, keeping operations orderly, accountable and on schedule.

Customer Service Officer

Jun 2024 – Jan 2025

RTM International (WHO-supported project) | Balukhali, Cox's Bazar

- Provided frontline support to beneficiaries and community members, handling inquiries, complaints and feedback with respect and full confidentiality.
- Verified beneficiary information and maintained accurate, up-to-date service records.
- Supported data collection, including KoboCollect surveys, and prepared reports in MS Excel and Word, helping programme teams follow up on service quality.
- Coordinated with programme and field teams to resolve cases quickly, including referrals and timely follow-up in line with organisational and humanitarian standards.
- Managed a high volume of beneficiary interactions under pressure while keeping service quality consistent.

Assistant Teacher

Mar 2022 – Dec 2023

Palong Ideal Institute | Rabeta, Ramu, Cox's Bazar

- Taught assigned classes and prepared daily, weekly and monthly student progress reports for school management.
- Organised regular meetings with teachers and guardians to discuss student progress, and represented the institute at inter-school events.
- Helped prepare the yearly academic calendar and class schedules, and managed teaching and learning materials.
- Organised cultural programmes and debate competitions, and gave guidance and counselling support to students facing academic or personal difficulties.

Assistant Teacher

Jan 2021 – Feb 2022

BRAC Learning Center | Ramu, Cox's Bazar

- Supported the lead teacher in delivering lesson plans and learning activities in line with BRAC's non-formal education approach.
- Monitored student performance, kept attendance records and supported grading and assessment.
- Gave one-to-one and small-group tutoring to students who needed extra support.

EDUCATION

Bachelor of Business Administration (Major in Accounting)

2023

Chittagong Independent University (CIU) | CGPA 3.94 out of 4.00

Higher Secondary Certificate (Business Studies)

2018

Cox's Bazar Govt. Women College | GPA 3.93 out of 5.00

Secondary School Certificate (Business Studies)

2016

Kishaloya Adarsha Girls High School, Chakaria | GPA 5.00 out of 5.00

TRAINING AND CERTIFICATIONS

Training / Certification	Provider	Year / Days
Humanitarian Standards and Protection (online, certified)		
Core Humanitarian Standard (CHS) on Quality and Accountability	Humanitarian Leadership Academy (Kaya)	2026
Prevention of Sexual Exploitation and Abuse (PSEA)	UNHCR (Kaya)	2026
Prevention of Sexual Exploitation and Abuse (PSEA), UN inter-agency course	DisasterReady	2026
Field Operations and Safety (in-person)		
Camp Coordination Training	CiC Office (Camp-in-Charge), Camp 8E, under RRRC	Jul 2026, 4 days
LPG Depot Safety	IOM, Ukhiya	2 days
LPG Distribution and Handling; Safe Use of LPG Cylinders and Stoves; Fire Safety and Accident Prevention; Shelter/NFI-related LPG Kit Usage	IOM, Ukhiya	1 day each
Professional Certificates		
Hospitality Management; Front Office Management (both NSDA-certified)	ISEC	Certified

VOLUNTEER EXPERIENCE AND EXTRA-CURRICULAR ACTIVITIES

Flood Response Volunteer

2022 – 2025

Bangladesh Red Crescent Society (BDRCS) | Cox's Bazar

- Volunteered in flood response activities in Cox's Bazar, supporting affected families during emergencies alongside Red Crescent teams.
- Gained practical emergency response experience and learned Red Crescent humanitarian principles in real field conditions.

Member and Voluntary Blood Donor

2022 – Present

Cox's Bazar Blood Donating Club (CBDC) | Cox's Bazar

- Proud member of CBDC, donating blood voluntarily and helping connect patients in need with donors in the local community.

CORE SKILLS

Field Operations	Distribution planning and management, beneficiary verification, crowd and queue management, team supervision, field coordination, LPG and fire safety at distribution points
Accountability & Protection	Accountability to Affected People (AAP), Complaint and Feedback Mechanism (CFM), PSEA, Core Humanitarian Standard, confidentiality, safe referrals
Data Collection	KoboCollect / KoboToolbox (several field surveys), GDT (Global Distribution Tool), beneficiary records, distribution tracking, accurate data entry
MS Office (Advanced)	MS Excel for daily reporting and data tracking (formulas, sorting, filtering, summary tables); MS Word for reports, letters and formatted documents; MS PowerPoint for presentations
Google Workspace	Google Sheets, Docs, Forms and Drive for shared trackers, online forms and team files
Communication Tools	Outlook, Microsoft Teams and Zoom (daily use in current role)
Professional Writing	Meeting minutes, professional emails, daily and monthly reports, official correspondence
Typing	Fast and accurate Bangla (Avro / Bijoy) and English typing
Finance & Admin	Accounting principles (BBA), record keeping, stock and count verification
Interpersonal	Team leadership, community engagement, stakeholder coordination, problem solving, working calmly under pressure in camp settings

LANGUAGES

Bangla	Native: excellent speaking, reading and writing (also native Chittagonian speaker)
English	Fluent, professional (C1): speaking, reading, writing, reporting and official correspondence
Rohingya	Fluent, professional (C1): daily communication with Rohingya community members, leaders and volunteers

PERSONAL INTERESTS

Gardening & Plants	Strong knowledge of tree plantation; personally grows and cares for 100+ varieties of flowers, indoor and outdoor plants
Animal Care	Passionate about cats; has cared for three cats for the past four years

REFERENCES

Nasrin Akter Hasi Senior Project Associate, Shelter/NFI (LPG) International Organization for Migration (IOM), Cox's Bazar Phone: +880 1722-205648 Email: nhasi@iom.int	Sujoy Paul Field Assistant International Organization for Migration (IOM), Cox's Bazar Phone: +880 1553-481659 Email: spaul@iom.int	Dr. Emon Kalyan Chowdhury Professor, Dean & Head of Accounting Chittagong Independent University (CIU) Phone: 02333351262 Email: emonkalyanchy@ciu.edu.bd
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