

Internship with Agami, Inc.

Ismat Ima

Internship period: September 2022 to January 2023

Report preparation date: September 15, 2023

1. Introduction

In this report, I will share my experience as an intern working in the operations and finance teams of Agami. This experience not only broadened my horizons but also paved the way for my career as a database coordinator in a non-profit organization in the USA.

During my internship, I had the opportunity to work with the following wonderful people at Agami.

- **Dr. Sabir Majumder:** Dr. Sabir Majumder was the first person I connected with at Agami, and his unwavering commitment to Agami's mission played a pivotal role in attracting individuals like me to join the organization. I will always be grateful for his leadership, support and the belief he had in my ability to make a meaningful contribution to Agami.
- **Mustafijur Rahman:** Mustafijur Rahman, in his role as the Director of Operations at Agami, became not only a mentor but a guiding light in my professional development. He generously shared his expertise in the intricacies of nonprofit operations, providing me with a comprehensive understanding of various aspects. Under his guidance, I was introduced to CRM platforms, and gained valuable insights into working with metadata in Excel.
- **Farhana Hossain Maloncho:** Farhana Hossain Maloncho played a crucial role in deepening my understanding of finance and account related operations. Her efforts included multiple sessions of accounting training for me, during which we focused on the intricacies of QuickBooks and donation reconciliation.

2. Internship Role and Responsibilities

In my role, I was primarily responsible for managing donor database system - the Neon CRM. Also, I helped with financial transactions, ensuring donations reconciliation. My tasks included:

- Working with metadata to create reports in Neon CRM.
- Tracking and reconciling any irregularity of the organization's financial transactions using Quickbook.
- Generating and distributing tax receipts and thank you notes to donors for their contributions.

4. How I Contributed to Agami

I contributed to Agami in the following ways:

- **Neon CRM and Donor Management:** My knowledge of Neon CRM was crucial in managing donor information efficiently. I manipulated the metadata and updated that data into Neon CRM. I also synchronized donations into Neon CRM, maintained Donor records and tracked contributions.
- **QuickBooks Intuit and Financial Tracking:** QuickBooks Intuit played an important role in maintaining accurate financial records. I reconciled donation transactions.
- **Generating Tax Receipts:** At the end of the year, I helped the team by preparing tax receipts and thank you notes for donors.

5. Impact on Beneficiaries

I believe my contributions to the operations and finance teams at Agami have had a positive effect. The work carried out by Agami deeply resonates with me because it serves the people in underdeveloped countries, who are in dire need of education and financial stability. By supporting Agami's mission through my work, I have been able to contribute to the betterment of these underserved populations, especially for children, fostering educational opportunities.

6. Experience and Outcomes:

My experience in operations and finance was transformational. I started with limited knowledge but quickly adapted to the nonprofit environment. The key results and outcomes of my work were:

- **Improved financial accuracy:** Through meticulous record-keeping and thorough reconciliation processes, I was able to help with reducing financial discrepancies.

This experience not only improved financial accuracy but also provided me with valuable insights into the intricacies of finance within real-world organizations.

- **Enhanced database management:** My work and learning of the Neon CRM system helped our donor data management capabilities. This proficiency not only streamlined the process of donor data management but also honed my skills in manipulating and utilizing data effectively.

7. Conclusion

Working in the finance and operations teams of Agami was an enriching experience that allowed me to apply my skills and grow in an entirely new field. My journey from a different background to a proficient contributor in operations and finance, demonstrates the importance of adaptability and the value of technology in the nonprofit sector. This synergy between my role and Agami's mission has been a source of immense fulfillment and motivation in my career. I look forward to applying the knowledge and experience gained in my career, contributing further to the nonprofit's mission.