

PROFESSIONAL PROFILE

ROOHULLAH JAN

Management , Administration

Nowshera – KPK - Pakistan



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roohullahjann

CAREER OBJECTIVE:

To continue my career with an organization that will utilize my Management, Supervision & Administrative skills to benefit mutual growth and success.

PROFESSIONAL EXPERIENCE:

MANAGER OPERATIONS AND SALES FAST MARKETING & DEVELOPERS

July -2021 till Date
Bilal Town-Gulbuhar -Peshawar

Currently I am working as **Manager Operations & Sales** at FAST Marketing & Developers; dealing with real estate; my responsibilities here are as follows:

Responsibilities:

- Managing sales team and meeting monthly sales targets
- Managing the purchase and sale of properties in our different projects.
- Monitoring real estate income and expenditure, as well as collecting payments.
- Negotiating contracts with vendors, suppliers, and contractors.
- Resolving complaints from clients.
- Reporting to real estate owners and investors on a regular basis.

OFFICE MANAGER // MANAGER OPERATIONS ZAHAQ Associates (Pvt.) Ltd // ROAD NGO

November-2015 till June 2021
University town-Peshawar

I have worked as **Office Manager / Manager Operations** with M/S ZAHAQ Associates(Pvt.) Ltd. / Resource Organization for Advancement & Development (ROAD) NGO. The major tasks assigned to me are:

- Organizing and coordinating office operations and procedures in order to ensure organizational effectiveness and efficiency
- Maintain office services
- Supervise office staff - Maintain office records
- Maintain office efficiency and performs other related duties as required
- Dealing with different operational task and activities of ROAD NGO

SENIOR PROGRAM OFFICER NEEDS (BASIC NETWORK FOR EDUCATION & ECONOMIC DEVELOPMENT SERVICES)

February-2014-June-2015
Charsadda-KPK

I have worked as **Senior Program Officer** with NEEDs [Basic Network for Education & Economic Development Services] a National NGO based at Charsadda KPK, where my duties and responsibilities were as follows:

- Working with the Project management staff and the Monitoring and Evaluation Officers, prepare monthly, annual and end-of-project narrative reports and other reports as required.
- Work with the monitoring team to monitor program's progress using the program indicator tracking tables.
- Capacity to conceptualize programmed interventions etc.

PROGRAM MANAGER

UNITED RURAL DEVELOPMENT ORGANIZATION (URDO)

Donor Agency: DFID / TAF
April, 2011 — Oct, 2013
Peshawar-KPK

Worked as **Program Manager** in **STAEP** "Supporting Transparency, Accountability and Electoral Processes" in Pakistan; This Programme was started in August 2009 with the name Democratic Governance Programme (DGP) now expanded as STAEP. STAEP is funded by the **UK department for International Development (DFID)** and the **Embassy of the Kingdom of the Netherlands**. STAEP is managed by **The Asia Foundation (TAF)** and implemented by **Free and Fair Election Network (FAFEN)** with collaboration of 42 member organizations in 200 National Assembly constituencies across Pakistan and coordinated by FAFEN's secretariat.

Basic aim of the programme is to strengthen all forms of democratic accountabilities in the country. Under the program, one of the primary objectives is to encourage active citizenry to hold elected representatives and public institutions accountable and answerable to their constituents. Major responsibilities under this programme are:

- Project Design, Coordination and Implementation
- Management and Supervision
- Financial Management
- Advisory Function
- Partnership and Networking
- Capacity Building
- Monitoring and Evaluation

DISTRICT COORDINATOR / CONSTITUENCY COORDINATOR (DGP)

UNITED RURAL DEVELOPMENT ORGANIZATION (URDO)

Donor Agency: TAF
May, 2010 — March, 2011
Nowshera-KPK

Worked as **District Coordinator / Constituency Coordinator** with URDO under a democratic governance program [DGP] in district Nowshera; the key responsibilities assigned to me were:

- Coordinate implementation of program activities in the designated districts to ensure effective program outcomes.
- Provide technical assistance to implementation of plans and activities at the district level.
- Conduct regular field visits to monitor and evaluate program activities at the district level and provide timely advice.
- Ensure work plan is implemented as per the available budget by keeping in regular contact with the Program Manager.
- Coordinate project related activities with elected & appointed officials of the District.
- Maintain good relationships with both elected and appointed local government officials and other projects/ NGOs working on governance in the district.
- Submission of program reports in a timely and professional manner.
- Supervise all constituency staff and provide leadership.

TEAM LEADER (SHELTERS & REHABILITATION)

PAK COMMUNITY DEVELOPMENT PROGRAMME - (PAK-CDP/ UNHABITAT)

Donor Agency: UNHCR
January 2010 – May 2010
Swat-Malakand Division-KPK

I have also worked as **Team-Leader** with PAK-CDP / UNHABITAT under a relief and shelter project in Malakand division; my responsibilities were to;

- Work according to the time table (monthly Programs sheet) issued by relevant Senior Programs Officer/Programs officer/and approved by Programs Manager or Executive Director.
- Build social contacts and ensure good working relationships with local community and COSs
- Educate Empower and motivate local communities as per organization objective
- Implement and achieve the program activities in the community at that grass root level
- Be in-charge of initial training of activists in the Community Based Organizations (CBOs) COSs of the local community.
- Coordinate meetings for discussion between COSs and communities with the relevant Authorities.
- Coordinate, where applicable, awareness creation of unfair /unjust unlawful practices.
- Accountable in case of failure of field activists and inform the Programs officer of the same or Programs Manager the reasons thereof and suggest remedial action.
- Submit written reports of every activity to Programs officer or Programs Manager. etc

SENIOR SOCIAL ORGANIZER (SCHOOL & LITERACY) BASIC INTEGRATED RURAL DEVELOPMENT SOCIETY (BIRDS)

April 2009 – Oct 2009

Nowshera-KP

With BIRDS I have worked for almost six months, my key responsibilities were mainly;

- Managed PPC (Public Private Collaboration) Schools & Colleges:
- Monitoring, Evaluation
- Fesses Collection
- Salary distribution
- Interaction with BISE Mardan
- Coordination between PPC institutions and BIRDS, etc were the main duties

Beside these I have managed / arranged / Monitored a series of Seminars, Workshops & Events under funded project of ACTION AID named Political Education (Moc-polling, women's rights etc) under the umbrella of BIRDS.

MANAGEMENT INFORMATION SYSTEM OFFICER KHWENDO KOR WOMEN & CHILDREN DEVELOPMENT PROGRAMME (KK-WCDP)

Nov 2006 – Feb 2009

Peshawar-KPK

I have also worked as a **MIS Officer** (Management Information System) in a Non Governmental Organization (NGO) Named Khwendo Kor (KK) Women & Children Development Programme, My responsibilities were to;

- Develop MISs for Health, Social Organization, Village profile and Education (With Support to NRSP).
- Solved end user problems in a production support capacity.
- Maintain an existing mainframe production environment.
- Frequent visit to KK regional offices (Karak, Bannu, Abbotabad, Peshawar and DIR) for on time support to staff
- Staff capacity building through formal and on job trainings.
- Time to time technical support to concern staff
- Submitting monthly / Quarterly reports to management. etc

PORTAL COORDINATOR (PC) FOR NETBAZ KHWENDO KOR WOMEN & CHILDREN DEVELOPMENT PROGRAMME (KK-WCDP)

June 2007 – March 2008

Peshawar-KPK

I also worked as a **Portal Coordinator** (Netbaz) a project funded by EU (European Union) in the same organization for nearly 8 months, My key responsibility includes;

- Continuous operation on data manipulation of the portal
- Strategic planning for betterment and improvement
- Close coordination with the partner organizations working for the same cause (Violence against Women & Children) etc

**CSR / CUSTOMER SERVICES MANAGER
MOBILINK (ORASCOM TELECOM COMPANY)**

Sep 2003 – Nov 2006
Nowshera-KPK

I have joined MOBILINK an Orascom Telecom Company in September 2003 and remained there for almost years, the key responsibilities were;

- Public relations
- Dealing with Customers and their complaints
- Reporting & Documentation
- Complaints Handling on ICRM [An online service to handle the day to day issues / grievances from the customers etc.

ACADEMIC QUALIFICATION:

Masters in Political Science, University of Peshawar, Pakistan

Political Development, Social change & Research Methodology
Political & Institutional development in Pakistan etc 2003-2005

Bachelors, University of Peshawar

Political Science, Islamic Studies, English Etc 2000-2001

Intermediate, BISE Peshawar

Physics, Chemistry, Biology, English Etc 1998-1999

SSC, BISE Peshawar

Physics, Chemistry, Biology, English Etc 1996-1997

PROFESSIONAL QUALIFICATION:

Diploma / Certificate Courses:

DIT, BTE-Board of Technical Education Hayatabad-Peshawar

I.T Basics, Office Automation & Internet, Data Structure using C, C++, Financial Accounting Etc 2002-2003

CIT (Software), Scholars Degree College Nowshera

Computer Assembling, PC Trouble Shooting (Hardware & Software), Practical Networking
(Workgroup & Domain) Etc 2001-2002

CIT (Networking), Comsats Computer Institute Peshawar

Data Communication: Network Models, Network Topologies and Architectures, Transmission Media, Protocols, Connectivity Devices, IP Addressing: The hierarchical addressing scheme, Subnetting, Subnet Mask 2003

CIT (Skill Certificate), SDC- Skill Development Council Peshawar

Windows 98, Ms Word 2000, Ms Excel 2000, Ms Access 2000, Ms Power Point 2000 & Internet 2002

CIT (Programming), IMSA –Islamia Management & Sciences Academy Peshawar

Ms Access, Visual Basic, D.B.M.S using Oracle 2002-2003

WORKSHOPS/ TRAININGS/DELIVERED & ATTENDED:

During my life career in social sector I have delivered and participated in number of trainings and workshops with different NGOs, the details are as under:

- Organized and delivered six days training on “MIS” (Health, Education, Micro credit to all KK concerned staff from all regions.
- Two days Training on “Gender sensitization” held in Khwendo Kor Organization, Peshawar
- Two days Training on “Effective Communication” held in Khwendo Kor Organization, Peshawar
- One day training on “Report Writing” held in Khwendo Kor Organization, Peshawar
- Two days training on “Advocacy” held in Khwendo Kor Organization, Peshawar
- Four Days workshop on “Team Building” held in Khwendo Kor Organization, Peshawar
- Five Days workshop on “Education” held in Khwendo Kor Organization, Peshawar
- Five Days workshop on “Micro enterprise” held in Khwendo Kor Organization, Peshawar
- With support of PPF
- Five Days workshop on “Health” held in Khwendo Kor Organization, Peshawar
- Five Days workshop on “Social Organization” held in Khwendo Kor Organization, Peshawar
- 3 Days Training on “DGP Programme & FLOOD Response” organized by FAFEN/ TAF
- Deliver 3 days training to Field Staff on “ STAEP Program” held in SS club Peshawar and Organized by URDO
- Deliver ONE day training to CRG members on “ STAEP Program, CRG Concepts, Democracy and Governance held in Swabi
- Deliver ONE day training to CRG members on “ STAEP Program, CRG Concepts, Democracy and Governance held in Buner
- Deliver ONE day training to CRG members on “ STAEP Program, CRG Concepts, Democracy and Governance held in Nowshera
- Attend Four days TOT on Alternate Dispute Resolution (ADR) held in horizon guest house Abbottabad. Organized by UNDP
- Attend Four days TOT on “STAEP interventions-implementation” and Election Processes at Hillview Hotel Islamabad by FAFEN Secretariat

MASTER TRAINER:

- Remained Master trainer under a UNDP project “Dispute Resolution”
- Remained Trainer under TAF/DFID project “STAEP”

SKILLS SUMMARY:

- Spirit of Team-work
- Adaptability to Environmental Changes
- Strong communication skills; Work well with others at various levels; Best convincing skills
- Excellent verbal and narrative skills
- Organized and methodical decision making skills
- Strong management, planning and implementation skills according to the job description
- Hard working
- Can travel anywhere according to the job need

AWARDS:

Awarded twice by **MOBILINK (ORASCOM TELECOM Company)** under the “Orientation & Customer Services Skill Development Program” in the Year February 2005 and 2006 respectively

COMMAND ON LANGUAGES:

I can read, speak and write the following languages fluently...
English / URDU / PASHTO

PERSONAL INFORMATION:

DOB: Jan 15, 1981

Gender: Male

National ID card #: 17201-2255291-9

Nationality: Pakistani

Permanent Address: Village Pushtoonghari, Mohallah Kandi Payan, Post office Pabbi, Tehsil: Pabbi, District Nowshera, Khyber Pakhtoonkhwa-Pakistan

Mailing Address: Office# 14, Street# 2, Bilal Town, Peshawar, Khyber Pakhtunkhwa

HOBBIES:

Computing, Web Surfing, Reading Books, Poetry, Music, computer programming and Character building movies etc

Professional References :

Will be furnished on demand...