

Cover Letter



Respected Sir/ Madam,

It is with great interest and expectation that I am applying for a responsible and challenging job. In response, I enclose my resume for your consideration.

As my resume shows, I possess **16 year of education**. Want to serve as a person for the job, which polishes my skills.

I always enjoyed the work by accepting different challenges of survey practices to achieve the desired goal and to meet campaign goals. I am looking for a kind of role where I can prepare myself towards my career goals. Moreover, I am eager to learn and contribute my skills to an enhancing reputed organization.

Kindly consider my application to extend my career-ship and render my efforts and caliber for the enlistment and thereby enhancing the growth of the program.

Thank you for taking your time to review my resume. I would welcome an opportunity to speak with you to evaluate your needs and share my ideas and to discuss my experience and qualification.

Thanking you.

Sincerely,

Alam Shah

Alam Shah

Vision & Objective

I have an objective to demonstrate what I have learnt, to help and facilitate people in learning and making them better individuals through the use of ethical and moral ken. The boundless curiosity lying within me fabricates a basalt of rigorous thinking that just thrive on imagination and passion, infatuation to the group work and behavioral development, by the same token seeking a challenging career, where there is scope for demonstration and a lookout for a positive & bigger outlook.

Academic Qualification

- **BBA (Hons)** **2.9 CGPA**
Federal Urdu University, Karachi
- **I.Com** **2nd Div**
Jinnah Government College, Nazimabad-5, Karachi
- **Matriculation** **1st Div**
Zaheer Public Secondary School North Nazimabad, Karachi

Interest Area

Administration, MEAL (Monitoring Evaluation Accountability Learning), MIS (Software Application), Information Technology in Business, SAD(System Analysis and Design), E-commerce, Research Methods in Information Technology and Information System, Network Management.

Achievements and Awards

- Got merit based scholarship for BBA (Hons)
- Best dress up for the secondary school award.
- Volunteer In British Council Projects

Internship program

- Served as internee in National Bank of Pakistan, S.I.T.E Branch-0064, and Karachi. From: 10-02-2012 to: 23-03-2012

Social activities, community development and active citizenship

- Volunteer at Active Citizenship Program (2012-13) arranged by Entrepreneurship & Community Development Institute in collaboration with British Council Pakistan.

Computer Proficiency

- Microsoft Office User Specialist (MOUS 2000)
- Management and Marketing information system
- Hardware (Net Tech Institute of Information Technology)
- Visual Basic 6.0 (Kabtech Training Institute)
- Advance MS Office XP 2004 (Kactech Training Insitute)
- Short hand (Kabtech Training Institute)
- New Intercom level 1 and Level 2 (Kabtech Training Institute)
- E-Commerce from DigiSkills
- Free Lancing from DigiSkills
- Graphics Designing from DigiSkills
- Digital Marketing from DigiSkills
- DIT from Aryan Institute of Information Technology

Working Experience

1. Tameer e Khalq Foundation

June-2021 to November-2022

Worked under Tameer-e-Khalq Foundation for Polio Eradication Initiative as a **Third Party Field Monitor (TPFM) at District Zhob, Balochistan.**

- Monitoring of District Polio Eradication Committee meeting
- Monitoring of Union Council Polio Eradication Committee
- Monitoring of Area In charge level training
- Monitoring of Front line workers training
- Monitoring of IEC material
- Desk review of Micro-plan
- Field validation of Micro-plan
- Micro-plan quality assessment survey
- Monitoring of AIC Role
- Monitoring of Team Neap Status
- Monitoring of Vaccine management by vaccination team

- Monitoring of Missed children recording by vaccination team
- Monitoring of Collection of operation questions
- Monitoring of Evening meeting at UC Level
- Monitoring of Evening meeting at District Level
- Validation of NA children
- Validation of Refusal children
- Updating reports on Dashboard
- Updating LMIS system

2. Expended Program on Immunization

Sep-2019 to Dec-2020

Worked under Expended Program on Immunization for Routine Immunization as a ***District Health Coordinator (DHC) at District Zhob Baluchistan.***

Management at District Level

- Support district health management in planning and implementation of EPI/MNCH services.
- Provide technical support to district EPI/Health Authorities/EPI staff at district, tehsil/ taluka/ UC and HF level regarding planning, microplanning, implementation of plans, supervision, monitoring and evaluation of the immunization related activities. Submission of plans for endorsement by the DHO of the district.
- Conduct and document monthly review meetings of the EPI staff at district level to discuss performance, gaps and challenges being faced in the quality implementation of the EPI/MNCH program. Agreeing on the actions points/solutions for program improvement. Follow up of action plans through the DHO of the districts.
- Develop quarterly joint monitoring plan with the district health teams (endorsed by DHO) and ensure availability of resources for these monitoring visits.
- Identify gaps at in the management and services delivery of EPI/MNCH services at community, outreach, health facility and district level, and communicate these findings to the district management and support in filling such gaps.

Reaching Every Child (RED/REC Approach) for EPI services

- Develop and update district health and demographic profile for respective district. Support the district management in developing, reviewing and implementation of UC and village/community level micro plans to provide EPI services to all communities.
- Ensure that outreach/mobile services reach every community.
- Perform district level validation of micro plans.
- Provide technical support for implementation of all five components of RED approach.

Reaching Unserved Communities for EPI/MNCH program

- Review EPI coverage data to identify and report the UCs/communities with highest level of inequities for routine immunization/MNCH services.
- Line listing and profile of the most marginalized communities/districts.
- Achieve consensus with district and UC teams on the best strategy to mobilize resources to cover these unserved areas. Develop district specific costed Equity Improvement Plan (EIP) with an M&E plan for it in the focus areas/communities in all selected districts where RED/REC approach is implemented.
- Ensure that planning at district level includes services for all communities and that distribution of all resources (including human resources) is based on equity.
- Ensure that ORT/Mobile activities are planned for unserved or underserved communities.

Focus on densely populated areas for EPI/MNCH services

- Identify and prioritize densely populated areas like urban slums and district headquarters, town areas and municipal committees to direct EPI resources to the majority of the population within reach.

Monitoring and Supportive Supervision for EPI/MNCH services

- Monitor and supervise the overall Routine Immunization activities in the District. Conduct field visits to identify gaps in EPI services at all levels and identify and recommend areas for improvement.
- Provide supportive supervision (on-job training) for all EPI staff.
- Perform field validation of EPI coverage data and efficacy of services through cluster check.
- Monitor vaccinator performance during field visits and report vaccinator performance findings to district management and provincial EPI.

PEI/EPI Synergy

- Achieve consensus with DHMT and other partners for the activities required to achieve objectives of PEI-EPI Synergy.
- Coordinate PEI-EPI Synergy Activities with DHMT, DPEC and other possible stakeholders.
- Document and report all PEI-EPI Synergy activities developed at district level.
- Identify possible new PEI-EPI Synergy activities at district level.
- Coordinate and advocate with partners at district level to ensure that some part of the time and resources of PEI are devoted for the strengthening of Routine Immunization services.
- Develop and execute plans to exploit synergies in surveillance, communication, social mobilization and service delivery.

Cold Chain and Vaccine Stock Management

- STOCK MANAGEMENT SYSTEM in place at district and health facilities level for management of vaccines on monthly/quarterly basis. Take measures to strengthen Cold Chain capacity at district level based on guidelines of EVM.
- Updating cold chain inventory at district and health facility level. Report any gaps found in maintenance of cold chain at district and beyond (at the points of service delivery).
- Assist district management in overcoming gaps in cold chain at any level.
- Report if vaccine stocks fall below one month buffer stock.
- Help the district EPI staff in forecasting and efficient planning for all stocks at all levels.
- Draft District specific SOPs for vaccine handling at all levels which would include from arrival of vaccine and dry stocks to waste disposal (according to EVM Criteria).
- Monitor and evaluate, on quarterly/monthly basis, the existing COLD CHAIN and its compliance to EVM standards.

Quality in Data Collection and Reporting for EPIMNCH services

- Report any flaws/shortcomings in data collection at district or service delivery level
- Enhance the capacity of the district EPI/MNCH staff in collection, documentation and reporting of reliable quality data through trainings and supportive supervision.
- Ensure the Timeliness, completeness of coverage reports data on monthly basis to provincial EPI/MNCH program.
- Institute Data validation system for EPI/MNCH program and share data validation reports with DHOs and district management teams.
- District specific monthly and Quarterly Project Implementation and monitoring reports. The reports shall document trends in EPUMNCH coverage and performance indicators for UCs/communities targeted through RED/RECEIP. Also reporting on the operational bottlenecks, and modification taken/required in strategies & service delivery for RED/REC approach and EIPs in the program districts

Capacity Building

- Develop and implement district specific Capacity building plans including updating TNAs and planning for training /workshops/ seminar/ focus group for district health teams
- Support capacity building of all EPI/MNCH staff through trainings at district level.
- Technical support to strengthen analytical capacity of district and UC level to generate and use data. Provide technical guidance for district teams on data collection and reporting process. Collate and analyze district/UC wise data on

RI/MNCH coverage and equity indicators for performance monitoring of EPI program in RED/REC/EIP districts.

- Provide on-job training and supportive supervision for the district based coordinators and DoH teams.

Community Involvement

- Ensure community involvement for effective outreach sessions
- Liaise with the District Coordinator of National Program to involve LHWs in community engagement and social mobilization activities.
- To raise awareness on routine immunization at all levels through social mobilization and advocacy activities.

Reviews and Reports

- Document best practices and case studies and lessons learnt from field implementation of EPI/MNCH programs.

Technical Support to MNCH Programs

- Baseline needs assessment and Situational Analysis reports of MNCH (especially newborn care) from the districts and recommended actions for the MNCH program.
- Monitoring and supervision of timely and quality implementation of activities in Sick New Born Care Units, (established for Baluchistan, as part of the RMNCH TF project).
- Documentation of best practices and lessons learnt for providing evidence based for possible scale up of best practice models for essential newborn care interventions

nCOVID-19 Control Room

- Monitoring and analyzing data on the spread and impact of the virus, including case counts, hospitalizations, and deaths.
- Developing and implementing strategies for testing, contact tracing, and isolation of infected individuals.
- Providing guidance and support to healthcare providers, including training on infection control and management of COVID-19 cases.
- Developing and communicating public health messages and guidelines to promote prevention and reduce transmission of the virus.
- Coordinating with other government agencies, international organizations, and community partners to ensure a coordinated response to the pandemic.
- Allocating and managing resources, including funding, staff, and equipment, to support the response effort.

3. Expended Program on Immunization

Jan-2019 to Sep-2019

Worked under Expended Program on Immunization for Routine Immunization as a ***District Superintendent Vaccination (DSV) at District Central Karachi.***

- Planning and coordinating vaccination campaigns: responsible for planning and coordinating vaccination campaigns within districts. This includes identifying priority groups, determining vaccine allocation, and ensuring that vaccination sites are established and staffed.
- Monitoring and reporting: monitor vaccination coverage within districts and report on progress to higher authorities. Also work closely with health officials to identify any issues that may be hindering vaccination efforts and find solutions to overcome them.
- Training and supervision: responsible for training and supervising staff involved in the vaccination campaign. This includes ensuring that staff are trained on the proper administration of vaccines and safety procedures.
- Public outreach and communication: responsible for communicating with the public about the importance of vaccination and providing information on the safety and efficacy of vaccines. Also work with community leaders and organizations to promote vaccination.
- Data management: responsible for managing data related to the vaccination campaign within district. This includes tracking the number of doses administered, monitoring adverse reactions, and ensuring that records are accurate and up-to-date.
- Resource allocation: responsible for allocating resources, including vaccines, staff, and equipment, within district to ensure that vaccination efforts are efficient and effective.
- Supervision and Monitoring of Vaccinators during ORTs
- Regular visits of EPI Fixed Sites
- Capacity and Capability building of Vaccinators during trainings
- Analysis of towns data at district level
- Take necessary actions against the findings of TKF monitors
- Track vaccinators daily attendance and compliance on ZM IRD
- Coordination with ZM IRD monitors
- Prepare reports on the findings of ACASUS app
- Share reports of ZM IRD and ACASUS with District Health Officer
- Checking of CCEOP equipment
- Preparation of SIAs Injectable (IPV, Measles and TCV)

4. Sidat Hyder Morshed Associates

Feb-2016 to Dec-2018

Worked under Sidat Hyder Morshed Associates for polio eradication campaigns as a ***Union Counsel Communication Support Officer (UCCSO) In CCPV HRUC-08 Qasba Colony Site Town District West.***

Purpose of the Job

To act as Union Council focal point to coordinate and support the preparation, implementation and monitoring of district PEI and EPI social mobilization and communication planning in the assigned district in collaboration with Department of Health and polio partners.

Reporting Levels

This position will be mainly reporting to respective DHCSOs and Provincial COMNet Project Team (various levels)

Major Tasks

Planning and Organizing

Planning

- Identify UC-level activities for inclusion in District level communication plan and communicate to District Health Communication Support Officer (DHCSO)
- Identify IEC requirements and distribution plan and coordinate with necessary partners to ensure implementation.
- Ensure influential religious leaders, elders, etc. are included in team micro-plans
- Assist in preparation of SMS' work plan and ensure inclusion of SMS' names in the VC micro-plan
- Conduct initial and on-going listing and mapping of underserved communities and classification of these. Keep track of all children under 5, vaccination status, as well as migration patterns and practices.
- To ensure communication and social mobilization planning is included in UC micro plans of the highest quality.
- Support in micro planning, including determining best timings (flexible) for vaccination activities.
- Ensure, through Medical Officer in Charge (MOIC)/DMO, that routine immunization services are made available to cover the high-risk groups.

Implementation & Monitoring (Mapping)

- List congregations that require interventions and mobilize leaders in co-ordination with MOIC.
- Identify religion/cultural belief system/behaviors and accordingly use this to feed into communication material/ strategies and planning.
- Identify Information Education Communication (IEC) requirements and develop dissemination plans accordingly.
- Hold community events, meetings, rallies, etc. to mobilize underserved groups for polio vaccination.
- Identify IEC requirements and distribution plan and coordinate with necessary partners to ensure implementation.
- Monitor effectiveness of SMs and the activities conducted by him/her.
- Ensure orientation of Religious and Community leaders at the UC- level.

5. World Health Organization

March-2014 to January 2016

Worked under WHO for polio eradication campaigns as a *Union Counsel Polio Worker (UCPW) In HRUC-01 Mominabad Orangi Town District West.*

Supplementary Immunization Activities (SIAs)

Micro-planning: Assist in preparation and updating SIA micro-plans. Validate the micro-plans in the field. Help in identifying and mapping high-risk areas in the specific UC.

Assist in selection of appropriate vaccinators as per given criteria and in their distribution as per need.

Trainings: Assist the DPEOs and district trainers in planning, coordinating, and organizing training sessions for vaccination teams and supervisors.

Partnership and Coordination: Promote partnership with all influencing factors at UC level in support of SIAs.

Monitoring: Monitor the process of implementation of the campaign as per guidelines and provide feedback to DPEO

Data collection and analysis: - Collect and collate the tally sheet data from the area of responsibility on daily basis.

Ensure proper implementation of SIAs with special attention to hard-to-reach areas and under- served high-risk populations.

Attend the daily evening review meeting at UC level for every SIAs and record the findings/observations for corrective action on the following day of the campaign.

Participate in organizing the re-do/sweeping activities in the UC as required in the light of PCM/LQAs/marker survey results.

Facilitate the work of Independent Monitors.

6. Via Connections

(September 2012- May 2013)

Between Pakistan's leading BPO and Call Centre running marketing campaigns in Australia, Canada & USA.

As a ***Tele Sales Officer*** covering key responsibilities as

- Dealing with inbound and outbound calls in a professional manner with the customers based in Canada.
- Understanding customer's needs and providing solution in an effective and efficient way.
- Corresponding with the customers via email after the telephonic conversations and encouraging feedbacks and follow-ups.
- Providing feedback to senior management in customer complaint situations.
- Managing time in a disciplinary way and keeping up with the company's targets.

References

1. Mr. Aftab Alam

Entrepreneur, Trainer, Mentor, Lecturer

BUIITEMS, Quetta.

03028886679

2. Mr. Mehmood Bazai

Technical Officer,

WHO Office, Quetta,

0333-2422221

3. Mr. Arif Ullah Marwat

Provincial Focal Person

EPI, Balochistan.

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