



# SHAHAB HUSSAIN

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Professional with more than fourteen years of experience in various prestigious organizations. Proficient knowledge of Working with both National and International staff with an exceptional understanding of Monitoring, Data Analysis, IT, Business, Logistics, Customer Relations, and Field operations.

## PROFESSIONAL EXPERIENCE

### 1) RIGHT TO PUBLIC SERVICES COMMISSION, GOVERNMENT OF KHYBER PAKHTUNKHWA

**Data Analyst, September 2016– to date**

#### **Monitoring**

- Monitoring and supervising implementation of Data Collection.
- Participation in regular field monitoring, outcome, and surveys with the focus on supervising data entry and analysis.
- Frequent field visits and overviewing monthly review meetings under the Chairmanship of Deputy Commissioners regarding monthly progress of line departments in terms of timely reporting of data and Field activities.

#### **Database/Server Management**

- Responsible for development and maintenance of online monitoring checklists in field data collection as per guidelines provided by RTS Commission Headquarter.
- Working closely with ICT colleagues for troubleshooting in RTSC Performance Management System (PeMS) and providing technical support to the field staff in ensuring that data of notified services is properly collected from all service points.
- Follow-up with District Monitoring Officers for monitoring data and entry into PeMS.
- Prepare data analysis, visualization and mapping based on the data collected from various quarters.
- Assist in preparation of periodic qualitative reports and statistical analysis, based on the information received from the field offices and sharing quarterly reports with Secretaries of line departments, all Commissioners and Deputy Commissioners of province for information of their services and necessary actions.

#### **Quality assurance to prevent data duplication.**

- Develop/update different links between different service points and present overall picture of every service point in a summarized form.
- Enhance internal controls to avoid duplications in applicants list.

#### **Quality control and synchronization among RTS Commission PeMS**

- To ensure that the notified services information is regularly uploaded to the Performance management system and is reconciled with line Departments record.
- Provide assistance in quarterly analysis of notified services data against field level and maintain follow-up with field offices for pending reports from line departments.
- To ensure internal consistency in different reporting by cross verification with information received from line departments in hard form.

#### **Technical Trainings**

- Provide necessary training to Field staff on Performance Management System (PeMS) and any other area pertaining to technical reporting systems.
- Capacity building of designated government officers regarding RTS Commission mandate and notified public services in various districts of Khyber Pakhtunkhwa.
- Capacity building of public in RTS forums.

- Coordination with Implementing partners such as World Bank, GIZ and USAID etc in organizing high profile events.

## 2) **GERMAN RED CROSS**

### **Logistics, Procurement & IT Officer, August 2014 – March 2015**

- Worked closely with GRC team and staff from partner national societies.
- Supported the follow-up procurement processes with (international and local) suppliers and with the respective departments and documented the procurements accordingly.
- Enforced GRC & donors' procurement procedures.
- Supported the local procurement process.
- Ensured that GRC vehicles were in good condition and liaised with the IFRC about necessary repairs and improvements as necessary.
- Day-to-day administrative support functions.
- Maintained the Project Related Information Management Filing System for contracts (rental and HR), movement of goods between suppliers and warehouse supporting documents for transportation of goods, agreements between GRC and partners and reports.
- Facilitated the Admin/Logistic delegates in the capacity building of GRC local staff and GRC delegates on the information management system.
- Provided day-to-day support to GRC including telephones, internet service and office equipment and identified future needs.
- Facilitated the process to file documents for signature and/or action, as necessary and ensured that proper filing systems were in place for the office.
- Organized the planning and organization of meetings and workshops.
- Completed other administrative tasks, as necessary and as requested by the line manager.
- Produced regular reports and statistics on a weekly, monthly basis, as per requirement.
- Traveled frequently to the respective Field Offices and Basic Health Units.
- Fixed IT related issues like Software & Hardware Troubleshooting.

## 3) **DIRECTORATE OF IT, GOVERNMENT OF KHYBER PAKHTUNKWA**

### **Hardware Engineer, February 2014 – August 2014**

- Designing, developing and testing computer hardware including computer System, circuit boards, chips, keyboard, routers and printers.
- Supervised the manufacturing, production and installation of all parts.
- Tested and retested the parts to ensure they worked properly.
- Routine Procurement of IT parts & contracts management.
- Integrated components into final design.
- Estimated Cost, Reliability and safety factors.
- Supervised Technicians and other engineers during development phase.
- Specified power supply requirements and configuration.
- Retrieved Data for analysis of system capabilities.
- Updated inventory of all IT parts

#### **4) UNITED NATIONS WORLD FOOD PROGRAM**

##### **Logistics Assistant COMPAS (Data Analyst), May 2009 – January 2013**

- Used COMPAS (A Corporate CTS Software in Oracle) of United Nation's World Food Programme.
- Analysis of data captured in System through COMPAS.
- Reconciliation of COMPAS transactions with financial transactions for transporter invoices
- Monitoring of Warehouses & Humanitarian Hubs Transactions.
- Preparation of Billing Invoices from COMPAS for Admin/Finance department.
- Created innovative reports regarding Stocks & Financial Transactions.
- Generated reports in MS Excel from COMPAS.
- Coordinated with warehouse staff to ensure availability of space in Warehouse/distribution plans.
- Participated in regular warehouse physical inventory management.
- Traced and monitored incoming/outgoing shipments.
- Maintained appropriate filing of logistics and shipping documents.
- Ensured data correctness/Data Analysis.
- Produced official release and receiving of documents.
- Issued LTIs for Transportation.
- Communicated with Different NGOs (Cooperating Partners) regarding their Distribution & reporting.
- Coordinated with Pipeline departments for Expected Cargo.
- Prepared Queries to generate reports from Database.
- Ensured that WFP commodity management standard systems were properly maintained at the warehouses and any discrepancy was reported in time.
- Prepared monthly dispatch report for Cross Border and inside Pakistan.
- Any other duties as directed by the supervisor.

#### **5) DIGIWATCH SYSTEMS SMC PVT. LIMITED**

##### **IT Support Engineer, October 2008 – May 2009**

- Installation of security system
- Software and Hardware Trouble shooting
- Physical Inventory of all Company assets & maintain proper record of Stocks.
- Routine Procurement of IT parts
- Networking

#### **6) TELENOR PAKISTAN PVT. LIMITED**

##### **Customer Relations Officer, July 2007 – October 2008**

- Communicated with different Customers in different languages to give them appropriate information in shortest possible time.
- Managed the needs/requirements of high revenue commercial accounts through extensive follow-up procedures.
- Performed market research surveys amongst client base to seek feedback on sales techniques, follow-up methods and quality of after sales service.
- Assisted in the training of new customer relations officers.
- Was responsible for the improvement of customer service based on client feedback through the development of new policies and procedures. Successfully handled all public relations issues.
- Managed IT related issues like Telenor Databases, MS Office and other Software Packages.

## **EDUCATION**

### **UNIVERSITY OF PESHAWAR, Peshawar, Pakistan**

*Bachelor of Computer Science (4 Years), 2003-2006*

*Masters in Business Administration, 2009-2011*

## **ACHEIVEMENTS**

- Quality Bronze award winner (November 2007) on outstanding KPI, s in Telenor Pakistan
- Recognized as Outstanding Performer at the UN's TDY Mission to Sindh Emergency by supervisor Andrey Kildishov.
- Letter of Appreciation from Country Director - during disposal operation of Flood affected spoiled food in United Nations World Food Programme.

## **REFERENCES**

### **1) Hazrat Masaud Mian**

Commissioner

Khyber Pakhtunkhwa Right to Public Services Commission

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### **2) Channon Hachandi**

Logistics Officer

United Nations World Food Program

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### **3) Sajid Hussain Shah**

Director General, Science & Technology, and Information Technology

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