

# Shahid Ayub

## Contact

### Address

Peshawar, 25000

### Phone

+92-343-9009990

### E-mail

shahidayub7@gmail.com

## Skills

Excellent

Proficient in using Microsoft Office and other software and application.

Excellent

Policy and procedure modification

Very Good

Filing and data archiving

Excellent

Documentation and control

Excellent

Friendly nature

Excellent

Administrative support

Excellent

Workflow planning

Excellent

Bookkeeping

Excellent

Objectives To use my skills and potential to assist an organization in achieving its goals which seeking long term career with optimum growth. Experienced Office Management and Administration Professional experienced optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence.

## Work History

### International Committee of the Red Cross (ICRC)

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I have overall 14.5 years of experience with International Committee of the Red Cross on different positions which are as follows:

2022-10 -  
2023-09

### Radio Operator

ICRC, International Committee Of The Red Cross, Peshawar, KPK

- Maintained accurate documentation of messages transmitted and received.
- Monitored safety and security conditions, issuing updates and cautionary communications to affected personnel.
- Identified and obtained bearings of signal sources through use of direction-finding procedures.
- Facilitated communication between two or more parties using switchboards and other telephone systems.
- Passed along phone messages and maintained records.
- Tracked information, updated databases and used word processing software to type correspondence.
- Documented and processed incoming messages over communication systems for supervisor review.
- Managed and optimized contact with other locations and personnel conducting field operations to facilitate open and clear

Excellent multi-tasking ability

Excellent

Payroll and budgeting

Excellent

## Languages

English

Very Good

Urdu

Excellent

Pushto

Very Good

Punjabi/Hindko

Very Good

2013-07 -  
2022-10

### Administrative Assistant

*ICRC, International Committee Of The Red Cross,  
Peshawar*

- Identified malfunctions or failures by routinely monitoring and analyzing equipment operations.
- Demonstrated strong organizational and time management skills while managing the operations.
- Responsible for deployment and management of beneficiaries database in ICRC supported physical rehabilitation centers (PRCs)
- Training and orientation of database to staff of ICRC supported PRCs.
- Responsible for assessment of management systems of ICRC supported PRCs using tool called EMSAT (Essential Management System Assessment Tool) developed by USAID and ICRC in collaboration.
- I also facilitate trainings of PRCs management staff on same tool
- Responsible for cost calculation of assistive devices provided to beneficiaries in collaboration with ICRC supported PRCs to determine product cost for reimbursement purpose.
- Responsible for liaison between ICRC finance and administration and ICRC supported PRCs.
- Checking and verification of invoices and to prepare them for payment related to our program.
- For implementation of all above I use to travel across Pakistan wherever needed
- Replacing ICRC PRP team leader in Peshawar Sub-Delegation in his absence.
- Responsible for stock management and distribution of material and components to ICRC supported physical rehabilitation centers (PRCs)
- Liaison between ICRC logistics and partner PRCs
- Responsible for collection of monthly statistics from ICRC supported PRCs, for its rectification, compilation and submission to ICRC headquarters at Geneva Switzerland
- Responsible to arrange accommodation, food

- and transportation of beneficiaries who used to come to get services from ICRC supported PRCs
- Responsible for internal/external correspondence and different documentation related to ICRC PR including MoUs, Certificates, Letters etc.
- Restocked supplies and placed purchase orders to maintain adequate stock levels
- Executed record filing system to improve document organization and management
- Processed customer orders accurately and within agreed timeframes to meet service standards
- Created and maintained databases to track and record customer data
- Assisted development and implementation of new administrative procedures
- Managed department budgets and generated financial reports for management review
- Managed paper and electronic filing systems by routing various documents, taking messages and managing incoming and outgoing mail
- Assisted coworkers and staff members with special tasks on daily basis
- Supported seniors by managing budgets, scheduling appointments and organizing itinerary
- Liaised between ICRC and Partners and maintained effective lines of communication
- Volunteered to help with special projects of varying degrees of complexity

2009-01 -  
2013-01

## **Accountant**

*ICRC (International Committee Of The Red Cross), Peshawar*

- Documented cash, credit, fixed assets, accrued expenses, and line of credit transactions.
- Completed daily cash functions like account tracking, payroll and wage allocations, budgeting, donating, and cash, and banking reconciliations.
- Reconciled accounts and reviewed expense data, and assets.
- Gathered financial information, prepared documents, and closed books.
- Maintained up-to-date knowledge on professional accounting standards to manage financial recordkeeping.

- Partnered with auditors to track errors and add contributions to maintain accuracy.
- Detected and corrected mistakes early on and implemented systems to avoid recurring issues.
- Used advanced software to prepare documents, reports, and presentations.

2006-01 -  
2009-02

## **Office Manager, Office Assistant**

*Telenor City Franchise, Peshawar*

- Responsible for Cash and Cheque Payments
- Book Keeping of the invoices
- Liquidation of Working Advances
- Preparation of Cheques and Bank Transfers
- Disbursement of Salary Cheques and Cash for Delegation and Field
- To perform all my above responsibilities I am proficient to use the following institutional and general tools
- Outlook, Lotus Notes, Sun System, OSCAR, IRIS, Collaborative/Team Space, Medical Activity Database (MAD), EMSAT, Different Patient Management Systems, ISPO cost calculation tool, PMT etc
- My work experience in other organizations and positions is as follows:-
  - Post :, Opening & Closing of Stock Sales Staff
  - Cash Handling
  - Stock Management
  - Correspondence with Main office
  - Customer Registration
  - Established workflow processes, monitored daily productivity, and implemented modifications to improve overall performance of personnel.
  - Delivered clerical support by handling range of routine and special requirements.
  - Completed clerical tasks such as filing, copying, and distributing mail.
  - Evaluated employee records and productivity and submitted evaluation reports.
  - Managed office operations while scheduling appointments for department managers.
  - Interacted with customers by phone, email, or in-person to provide information.
  - Maintained computer and physical filing systems.
  - Updated reports, managed accounts, and

- generated reports for company database.
- Welcomed office visitors and alerted staff to arrivals of scheduled appointments.
- Created purchase orders and tracked invoices to avoid missed or delayed shipments.
- Monitored security to help maintain equipment, data and information safety.
- Developed and maintained successful relationships with vendors, suppliers and contractors.
- Coached new hires on company processes while managing employees to achieve maximum production.
- Maintained and updated office records, both digital and physical.
- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.

### **Admin Manager**

*M.U. Associates, s Contractors*

- Data Entry
- Correspondence
- Office Management
- Deputed to D.I.Khan (WIM Station, Project of M.U.Associates on Axle Control) for

### **Data Entry Operator**

*Khyber Teaching Hospital*

- Data Entry for the computerization of Hospital Records of OPD and O.Ts

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## **Education**

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2019-08 -  
2020-08

### **IMaP (ICRC Management Program)**

*ICRC Learning & Development - Bangkok, Thailand*

- Completed 1 year professional development course in Project Management and Leadership from ICRC learning and development HQ, based in Bangkok, Thailand.

2001-09 -  
2003-09

### **Bachelor of Arts: Humanities**

*University of Peshawar - Peshawar, Pakistan*

1996-09 -

### **D.Com (Diploma: Commerce, Accounts**

19980      *Government College of Commerce - Peshawar,  
Pakistan*

2003-04      **DIT (Diploma: Information Technology)**  
*University of Peshawar - Peshawar*

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## **Interests**

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Online Learning

Exploring Internet

Music