## ZARA MANZOOR

Postal address:Painter Tabassum near Raza Stationary Saddar Bazar Shinkiari

P/O Shinkiari Distt and Tehsil Mansehra

Mansehar

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**Objectives:**

1. To work in a competitive environment where I can enhance my technical and managerial skills and apply my knowledge.
2. To become a part of a professional well-equipped organization.
3. To utilize and explore my knowledge (Skill & Abilities) and to contribute in organization development accordingly.

**Personal:**

Father’s Name MANZOOR HUSSAIN TABASSUM

NIC 13503-7469182-6

Date of Birth 10 April 1985

Domicile MANSEHRA (KPK)

Nationality Pakistani

Religion Islam

Marital Status Single

**Educational Qualification:**

Education Board/University passing year

S.S.C BISE Abbott bad 2002

F. Sc BISE Abbott bad 2005

B.A Hazara University 2009

M.A (Islamiyat) Hazara University 2012

**Computer Skill:**

* MS Office
* MS Power Point
* Internet
* Typing Speed 40 Word Per/Min.

**Languages:**

 **Written & Fluent Spoken**

1. English. 2. Urdu. 3.Pashto

###### **Personal Skills:**

1. Positive, optimistic and well-organized self –starter.
2. Good interpersonal and communication skills.
3. Can work independently as well as in a team

**Professional Experience:**

01 Serving as Field Monitor

Organization: **Micromerger Pvt Ltd.**

Date: (2-Sep 2021 to 31 Oct-2022)

**Job Descriptions of Field Monitors**

* Conduct regular field visits as per approved travel plan with the expectation to spend around 90% of their time in the field.
* Coordinates with Provincial Filed Coordinator and conduct field monitoring of the implementing partners (different departments for which third-party is providing funds for projects).
* The key output of field monitoring will be duly filled checklists that will be shared with related programmed staff for review and follow up. Field Monitor will also arrange video and audio recording of key events in the field, evidence of development interventions, gaps/issues in the programmed activities and perceptions of the beneficiaries and key stakeholders regarding the overall Programmed.
* All the data will be submitted to PFC & MnRO in the office and no one will be allowed to keep personal backups. Stealing the information, transmitting the information else then the communication hierarchy will be considered a criminal offense under the cybercrime act.
* Teams will document a case study, lesson learned or any good practice in their respective area (one for each month). All these documents will be shared with PFC and MnRO every month.

02 Serving as Project Officer

Organization: **Chip Training and Consulting.**

Date: (Oct 2020 to 31 Mar 2021)

 Responsible for supporting HR functions including general staff communication, letter preparation, report writing, file handling and record keeping.

Manage activities across organization, Implement all tasks assigned by seniors. And was to support activities across both filed and administration**.**

* Create and implement effective onboarding plans
* Develop training and development programs
* Assist in performance management processes
* Support the management of disciplinary and grievance issues
* Maintain employee records (attendance,leave etc.) according to policy and legal requirements
* Recruiting, Training and developing staff
* Making sure that staff get paid correctly and on time
* Looking after the health, safety and welfare of all employees
* Organizing staff training sessions and activities
* Advising line managers and other employees on employment law and the employer's own employment policies and procedures
* Ensuring candidates have the right to work at the organization
* Negotiating salaries, contracts, working conditions or redundancy packages with staff and representatives.

**03** Serving as Project Associate**.**

Organization: **Chip Training and Consulting.**

Date: (July 2016 to Sep 2020)

**Responsibilities:**

* **Staff Management**
* **Training and development**
* **Recruitment and selection**
* **Mobilization for recruitment process**
* **Monitoring during Polio Campaign**
* **Documentation of Personal Files of the staff**
* **Bank accounts opening of the staff**

**04**. Serving as a **Registration Officer & Data Collection Officer.**

Organization: **International Rescue Committee.**

Intuition: IDPs Camp Services project (Nowshera)

Date: (Feb 2012 to Jan 2014)

* Receive IDP families and organized their processing and inform them about the procedures set for the registration exercise
* Collect and verify information provided by IDP families in order to define their eligibility to be registered and to receive assistance in camps.
* Verify the eligibility of IDPs according to SOP endorsed by UNHCR and PDMA
* Collect Information about the family profile, its current living conditions, its demographic information and the prevailing situation in the area of origin. Data collection is to be conducted through standard questionnaire available at registration center.
* Inform and sensitize IDP families about steps further to registration including right to assistance and type of assistance.
* Provide counseling to IDPs families as required, with particular focus on persons with special needs and vulnerable identifying individual cases in need of specific follow up.
* Prepare and handle registration data on daily and cumulative basis. Ensure cross check verification, identifying eventual mistakes, discrepancies and gaps in the registration data.
* Analyze data and draw conclusion or identify patterns/ trends which can assist the work of others.
* Draft reports and correspondence as requested by the Supervisor.
* Maintain registration database to keep record of registered IDP families.
* Share registration forms and data with senior registration officer on daily basis.
* Perform other duties when required.
1. **Door to Door survey with Paiman Wfp Project from March 2015 to April.**

**04** Serving as a **Social Mobilizer/ Organizer**

Organization: **Centre of Excellence for Rural Development**

Intuition: IDPs Camp Services project (Nowshera)

Date: (July 2009 to June 2011)

Responsibilities Concluded:

1. Collect and verifying information provided by IDPs families in order to define their eligibility are register and to received assistance in camps.
2. Verifying the eligibility of IDPs according to SOPs endorsed by UNHCR and CAR
3. Collect information about the family profile, its current living conditions, its
4. Demographic information prevailing situation in the area of origin.
5. Data collection is to be conducted through standard in the questioner available it the registration center.
6. Provide counseling to IDPs families as required with particular focus on persons with special needs and vulnerable (EVI) identifying individual cases and need of specific follow up.
7. Prepare and handle registration data on daily and cumulative bases, Ensure crosscheck verification, identifying eventual mistakes, discrepancies and gapes in the registration data.
8. Analyze data and drew conclusion or identifying patterns / trends which can assist the work of others.
9. Draft report and correspondence as requested by the supervisor.
10. Provide general clerical / administrative support and technical advice.
11. Perform other duties when requires.
12. Formation of Shura, protection, Watsan & Health hygiene, Security, Food committees.
13. Serialization of IDPs about protection issues and their solutions in IDPs camps.

Received IDPs families and organized their processing and inform them about the procedure set for the registration exercise.

 **05** Serving Experience as a **Social Organizer**

Organization: **Sustainable Peace and Development Organization**

Intuition: Child protection project (Battagram)

Date: July 2007 to December 2007

Responsibilities Concluded:

* Undertake regular field visits to conduct interviews with refugees, IDPs, host families, returnees, resettled IDPs  and other relevant stakeholders in order to gather protection-related information
* Identify and support community structures and entrance points for discussion and work on SGBV issues
* Identify protection issues through an Age, Gender, Diversity Mainstreaming (‘AGDM’) approach, including focus group discussions and individual interviews in a safe environment
* Ensure participation of representative community groups in the design, delivery and monitoring of project activities
* Keep up to date with legal developments in Pakistan relevant to the protection of refugees and IDPs, and advise staff members as needed
* Help ensure that protection activities are conducted within the international legal / human rights framework
* Preparing protection information in an easily-understandable format for communities
* Plan, design and implement protection awareness-raising and capacity building activities for refugees, IDPs, communities and NGOs, in consultation with the target audience
* Design, with the participation of representative community groups, appropriate protection interventions, including referrals to relevant authorities and agencies.
* Initiate or support community or municipal level advocacy activities designed to improve the protection situation of refugees, IDPs, returnees and/or host communities
* Identify protection issues in beneficiary communities and flag them for the attention of the supervisor.
* Follow up on individual protection cases within communities and with partner organizations.
* Conduct impact monitoring of project activities, in accordance with the organization’s methodology
* Co-operate and interact with partner organizations, relevant government departments and
* Local authorities, UNHCR protection staff and other protection partners on a regular basis.
* Accurately and responsibly document information and share with appropriate partners, including UNHCR and EC, with approval of supervisor or senior management
* Work within an agreed work plan and ensure timely attention to priority tasks.
* Play an active role in developing new protection strategies within the organization
* Prepare documentation of all relevant activities (protection monitoring forms, field trip reports, Collective Centre database, minutes of meetings, work plans, budgets etc.) in accordance with the organization’s guidelines and regulations.  Propose corrective actions where necessary.
* Supervise and support protection community mobiliser/s, where relevant.

 **06** Serving Experience as a **Social Mobilizer**

Organization: **Society for Sustainable Development Battagram**

 Intuition: Health Hygiene Project (Battagram)

Date: May 2005 to June 2005.

Responsibilities Concluded:

* Introduce HP program to the communities;
* Encourage community involvement through finding innovative ideas and implementing different type of activities;
* Inform the Community about HI activities and answer any question related to the organization and the program;
* Adapt the schedule of their activities according to the progress activities;

Be aware of the evolving needs of the populations and report any information related to Community life / organizations.

**07** Serving as a **Social Mobilizer**

Organization: **Sungi Foundation Development Organization**

Intuition: Health Hygiene project (Batagram)

Date: (September 2004 to April 2005)

Responsibilities Concluded:

* Introduce HP program to the communities;
* Encourage community involvement through finding innovative ideas and implementing different type of activities;
* Inform the Community about HI activities and answer any question related to the organization and the program;
* Adapt the schedule of their activities according to the progress activities;
* Be aware of the evolving needs of the populations and report any information related to Community life / organizations.
	1. **Teaching Experience (April 2002-April 2003)**

**IQRA Rozatul Atfaal Shinkiari Mansehra**

Handling of all responsibilities that are served by teacher.

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| **Achievements, Workshops & Trainings** |

* Attending two days training on CCCM held by CERD founded by UNHCR.
* Attending one day workshop on GBV.
* Attending two days training on motivation and conflict management held by CERD.
* Attend Five days training on Mine Risk Education in Islamabad held by Handicap International (France).
* Attend three days training on mother child health held by UNICEF.
* Attend two days training on HRM and Hotel Management held by TTB Peshawar.
* Participating on world disability workshop held by Handicap International.
* 20 days survey, collecting information relating to protection Assessment in IDPs camp jalozai.
* Participating IVAP survey with UNOCHA and UNHCR.
* Visit door to door with families to conduct the IVAP house hold survey using PDMA.
* Camp intention survey was conduct in Aza khail camp from UNHCR.
* Need assessment survey was conduct in charsadda chak hisara camp from UNHCR.
* Having 2 months Major Infrastructure survey with CERD/UNDP RAHA Project in District Charsadda.