**ZUNAIRA MICHAEL – Public Health Expert**

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An accomplished NGO professional with a diverse background in Program Management, Coordination, technical and operational management. Equipped with a strong skill set and extensive experience within the NGO sector, I have demonstrated a passion for driving organizational effectiveness, promoting sustainable development, and achieving social impact. With a proven record of accomplishment of successfully managing complex projects, leading teams, and ensuring efficient operations. Highly organized and diligent management professional with good verbal and written communication skills.

# SKILLS

* Medication dispensing and immunizing
* Customer service, education, and counseling
* Maintaining and coordinating inventory
* Drug abuse prevention
* Out-patient and In-patient care
* Pharmacy software operation
* Medication expiry check
* Team management
* Presentation and public speaking
* Critical Thinking and Problem Solving
* Proposing Solutions to technical Problems
* Strategic Thinking and Planning
* Writing Proposals of Projects
* Project Management
* Operations Management
* Human Resource management
* Administrative and Financial Management
* Logistic and Procurement
* Survey and Research
* Budget Development
* Report Writing
* IT Skills
* Coordination Skills
* Monitoring and evaluation Skill

**WORK HISTORY**

**Project Coordinator – Prime Foundation**

(Sep 2023 – Present) **South Waziristan Health Camps (25 UCs)**

* Devised the planning, execution, and evaluation of the Polio eradication and immunization project, ensuring adherence to timelines and budget constraints
* Collaborated with stakeholders, including government health agencies, NGOs, community leaders, and healthcare providers, to facilitate efficient project implementation
* Managed resources effectively, including human resources, funds, and medical supplies, to ensure smooth project operations and achievement of desired outcomes
* Established monitoring mechanisms to track project progress, analyze data, and generate comprehensive reports for stakeholders, highlighting achievements, challenges, and recommendations for improvement
* Identified potential risks or obstacles in project execution and proactively develop mitigation strategies to address them promptly
* Organized training sessions and workshops for project staff and relevant stakeholders to enhance their understanding of Polio eradication strategies and immunization practices.
* Conducted project procurement management
* Created and maintained comprehensive project documentation, plans and reports
* Ensured standards and requirements are met through conducting quality assurance tests

**Migrant Counsellor – SEEFAR Foundation – Remote**

## (Oct 2023 – Dec 2023) –

## The Migrant Project

* Conducted individual consultations with the project’s target audience members
* Gathered insights from the field and regularly reported using The Migrant Project’s data collection tools
* Provided narrative and anecdotal information about insights to my supervisor
* Updated the messaging manual with up to date information on local alternatives (job opportunities, training opportunities, etc.)
* Facilitated events with members of the target audience and in larger communities
* Provided referrals to and received referrals from The Migrant Project’s online engagement platform
* Attended regular team and supervisor meetings
* Delivered regular performance reports

**(Feb 2022 – Present) REPRODUCTIVE HEALTH COORDINATOR - Prime Foundation** District Khyber and TDP camp Bannu (Host – Afghan Refugees)

Provision of Sexual and Reproductive Health services

* Implemented reproductive health services in camp and community settings serving the displaced Afghan population including implementation of the Minimum Initial Service Package (MISP), support to facilities providing emergency obstetric services and Maternal Neonatal and Child Health (MNCH) services
* Managed all aspects of the Reproductive Health Program including recruitment, supervision and capacity building of all RH staff; review project proposal materials and develop a detailed implementation and monitoring plan
* Ensured that all grants activities, indicators and objectives are successfully met within the project timeframe and allocated budget
* Worked with finance, logistics, HR/admin and security to ensure smooth implementation of project activities
* Updated current and design new recruiting procedures
* Supervised the recruiting team and report on its performance
* Kept track of recruiting metrics (e.g. time-to-hire and cost-per-hire)
* Recommended ways to improve our employer brand
* Coordinated with department managers to forecast future hiring needs
* Built the company’s professional network through relationships with HR professionals, colleges and other partners and conducted surveys and assessment to inform program strategy and approach
* Scheduled regular site visits for monitoring and supervision where possible to ensure quality of services, accurate data collection and verify consumption rates of pharmaceuticals and supplies
* Guided Data manager on compiling RH data and RH reports
* Regularly analyzed data in conjunction with RH staff in order to build their skills in tracking reproductive health trends and developing appropriate responses
* Reviewed Reproductive Health MIS tools for any gaps in data collection and reporting
* Coordinated with other program departments to ensure integrated implementation of RH and gender base violence (GBV) services
* Adhered to Code of Conduct and internationally accepted humanitarian principles
* Actively promote PSEA (Prevention of Sexual Exploitation and Abuse) standards amongst beneficiaries
* Identification and management GBV and Non GBV clients
* Development of an action plan for their further referral
* Developed and maintain contacts with all relevant stakeholders including government, security forces, and partner organizations
* Worked with team on timely procurement and delivery of required commodities to avoid stock- outs
* Managed pharmacy operations, ensuring optimal fiscal control, maintaining inventory, and
* staffing
* Evaluated pharmacy floor plan layout, ordering supplies and equipment, and monitoring inventory
* Managed pharmacy operations, ensuring optimal fiscal control, maintaining inventory, and staffing
* Track and recorded pharmacy expenses

# (May 2021- Feb 2022) – Pakistan Village Development Program

# *Sexual reproductive health/Gender based violence officer – District Swat*

* Developed guidance to ensure the MISP and appropriate SRH/GBV components are integrated into emergency response proposals
* Contributed to assessment reviews and recommendations
* Contributed to development of guidelines and protocols for SRH/GBV interventions
* In collaboration with the knowledge management officer, established and maintained regular communication with SRH focal points throughout the organization.
* Using consultative process identified and prioritized technical guidance needs for SRH programming (i.e. MISP guidance for emergency programming contexts, postnatal care, newborn care, etc)
* Participated in internal and external technical meetings/working groups in order to contribute to learning on RH/GBV, share successes and challenges in RH/GBV programming, and to learn about promising and best practices for learning
* Met with pharmacy technicians and pharmacy aide staff to evaluate performance, establish training programs, and identify areas of improvement
* Evaluate pharmacy floor plan layout, ordering supplies and equipment, and monitoring inventory
* Monitored daily operations, ensuring accurate medication dispensing and compliance.
* Developed and implemented SOPs for consistency and efficiency in pharmacy processes.
* Monitored inventory levels and order supplies to meet patient demand while minimizing waste
* Provide pharmaceutical care and counseling to address patient concerns
* Collaborate with healthcare providers for optimized treatment plans and safe medication use
* Conducted regular audits to ensure compliance with pharmacy regulations and safety standards

**(Aug 2021- Dec 2021) - Pakistan Village Development Program**

*Training Officer - Peshawar*

* Develop a schedule to assess training needs
* Conduct surveys and interviews
* Consult with other trainers, managers, and leadership
* Conceptualize training materials based on data and research
* Communicate training needs and online resources
* Create training strategies, initiatives, and materials
* Contact and utilize outside vendors and resources for instructional technology
* Test and review created materials
* Conduct training through new materials
* Review employee performance and learning
* Coordinate and monitor enrollment, schedules, costs, and equipment
* Submit training report, along with soft copies of detailed training modules.
* Provide participants’ feedback and pre- and post- test assessment results.
* Propose different approaches and modalities to conduct the training due to the unstable situation caused by COVID 19 pandemic.

### Conducted Training on:

* Infection Prevention Control
* Minimum initial services package
* Prevention of sexual exploitation and abuse
* Psychological first aid
* Mental Health and Psychosocial Support
* Clinical Management of rape and Intimate Partner Violence
* Gender Based Violence
* GBV Minimum Standards

## (Mar 2021- Apr 2021) - Ghazali institute of medical sciences, Peshawar KPK

## *LECTURER*

* **(Aug 2020 - Sep 2020) - Innovative teaching academy – Remote**

## *LECTURER*

**(Jan 2020 – Dec 2020) - Rehman Medical Institute, Peshawar KPK**

## *HOSPITAL PHARMCIST*

* Providing clinical expertise and being an educational resource in relation to medicines eg doses, side-effects, alternatives etc whilst helping to address the public health and social needs of individual patients
* Liaising with and proactively developing relationships with a multidisciplinary team (including colleagues, health professionals and private organizations) and acting as the main point of contact for medicines
* Participate in ward rounds to administer patient drug histories and liaise with patient families, community pharmacists
* Manage the process of medicines reconciliation on admittance or following discharge from hospital and liaise with patients and community pharmacists to ensure patients have the medicines that they need
* Managing, auditing and reviewing prescription and repeat prescription policies to improve the quality, safety and cost-effectiveness of prescribing
* Reduce wasteful polypharmacy and seek to reduce inappropriate and wasteful prescribing of medicines
* Proactively seek to reduce medicine-related hospital admissions and readmissions by identifying medicine-related issues and supporting patients to get the best outcomes from their medicines.
* Handling patients and health care professionals prescription queries and providing remote support where needed
* Research and identify patients that require medication reviews including patient’s clinical condition, blood monitoring and care arrangements
* Perform regular patient reviews to identify and address any medicines-related issues and ensure patients get the best outcome from medicines prescribed
* Make appropriate recommendations to healthcare professionals for patients’ ongoing treatment and for the management of referrals
* Ensuring repeat reauthorization processes are adhered to for high-risk medicines

## INTERNSHIPS

**Nov 2019 – Hospital Pharmacy Intern**

Shaukat Khanam Memorial Cancer Hospital & Research Centre, Peshawar, KPK

**Oct 2019 – Hospital Pharmacy Intern** Rehman Medical Institute, Peshawar, KPK **May 2019 – Industrial Pharmacy Intern** Polyfine Chempharma, Peshawar, KPK **May 2018 – Social Work Intern**

Khyber Teaching Hospital, Peshawar, KPK

## Sep 2017 – Hospital Pharmacy Intern

## Hayatabad Medical Complex, Peshawar, KPK

## EDUCATION

**MASTERS IN PUBLIC HEALTH**

Khyber Medical University, Peshawar, KPK

## POST-GRADUATE DIPLOMA

### Health care Quality Management and Risk Assessment

## MASTERS IN ENGLISH

University of Peshawar, Peshawar, KPK

## BACHELOR OF SCIENCE: PHARM-D

Sarhad University of Science and Information Technology, Peshawar, KPK **BACHELOR OF ARTS: International Relations and Affairs, Law** University of Peshawar, Peshawar, KPK

## INTERMEDIATE

Jinnah College for Women, Peshawar, KPK

## MATRICULATION

Presentation Convent High School, Peshawar, KPK

## PUBLICATION:

Ling Liu, Di Liang, Saeed Anwar, Zunaira Michael, Shrinkhala Barun Shrestha, Nasrin Sultana, Jiayan Huang, (17 November, 2023). **Overlooked impact of less severe physical violence on antenatal care visits: Findings from South Asia.** Article Published in *"Journal of Global Health"*.

## SOFTWARE

* MS. Word
* MS. Excel
* MS. Power point
* SPSS
* Pharmacy software (tress, HIMS)
* Power BI
* REDCap

## LANGUAGES

* English
* Urdu
* Pushto
* Punjabi

## CERTIFICATIONS

* McKinsey Forward Learning Program
* Effective Humanitarian Response (Need assessment, M&E, Proposal Development)
* Result Based Management - **RBM**
* **SPHERE STANDARDS** - Quality and accountability to effected Population
* **MISP** Minimum Initial Services Package
* Infection Prevention Control
* **PSEA** Prevention of Sexual Exploitation and Abuse
* **HSTP** healthy Spacing and Timing in Pregnancy
* **VCAT** Values Clarification and Attitudes Transformation
* Comprehensive SRH issues management in community
* **MHPSS** Mental Health and Psychological First Aid
* GBV Minimum Standards
* **CMR/IPV** Clinical management of Rape and Intimate Partner violence
* Clinical Management of GBV client

## INTERSTS

* + Reading
  + Music
  + Travel