

# Arsalan Ahmed Khan

Sr. HR, Operations & Management Professional



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Sr. Management Professional (Target oriented) with overall experience of 22 plus years in all disciplines of Governance & Project Management (Governance, General Operations, Project & Human Resource Management, IT, Procurement / Inventory, etc.), having Scalable, Negotiable & Persuasive skills to handle multi-cultural Team & various ethnic environments. Having better understanding and ample experience of Government Laws/ Rules / Procedures (Financial, Procurement, and Establishment & Administration), adoption of cost control techniques leading to effective /efficient services, asset/inventory management; can successfully achieve the targets & milestones especially when dealing & negotiating with all stakeholders /Government bodies. Adaptable Communication & presentation skills alongside managing variety of IT & Non-IT Projects. A Team player and can perform in an individual capacity under altering circumstances. Also equipped with modern techniques to perform General Administration, Project & HR Management, IT, Performance Evaluation Procedures, Conflict Management and General Operation. Adequate knowledge (key player) of Modern tools & Techniques.

Provincial & inter co-ordinational function / liaison with UNICEF, USAID, JACA etc. (International organizations) along with provincial bodies' i-e Finance, ST&IT, ET&NC, Health, Social welfare, Planning & Development, District Management, Accountant General Officer etc.

Worked with EYFR (Earnest Young FR - Big4) and NetSol International (both Vendor firms), currently providing assistance & implementation support in Gov-Tech E-Gov Project (JV of World Bank & Finance Department) for Khyber Pakhtunkhwa Government across 34 Administrative Departments.



## Skills

Human Resource Management Operations



General Management Operations



Conflict & Negotiations Management Operations



Implementation & Control of Policies/ Procedures



IT Gov- Tech. & Strategic Planning / Financial management



Situation Analysis & Prioritization



Procurement & Material Management Operations.



Legal Affairs , Law Interpretation, Rules & Procedures.





## Work History

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2023-03 - Current

### **E-Governance Provincial Project Manager**

*World Bank (Credit Number: 6421-PK) KPRMP (KP Revenue Mobilization & Public Resource Mgt. Prog.)*

E-Governance Project Manager within the Transformation Management Office (TMO) at the Khyber Pakhtunkhwa Revenue Mobilization & Public Resource Management Program (KPRMP), a project of the Finance Department, Government of Khyber Pakhtunkhwa, and a flagship program of the **World Bank (Credit number: 6421-PK) - Implementation Support Mission "E-Governance Project."** **The program is valued at 18 million US Dollars (\$18,000,000).**

PM role and responsibilities encompass a wide range of critical functions, including:

- 1· **Human Resources & Procurement of Services of Consultants:** has efficiently managed the recruitment, selection and procurement processes, ensuring the acquisition of skilled workers & consultants to contribute to the success of the project.
- 2· **Managing Team of Process Owners:** has demonstrated excellent leadership by overseeing a team of process owners across 38 departments of the Government of Khyber Pakhtunkhwa, ensuring effective coordination and collaboration.
- 3· **Coordination with Vendor Firm - "EYFR" Ernst Young Ford Rhodes (Big4):** In close liaison with EYFR (advisory role) has worked closely with the vendor firm responsible for Business Process Review (BPR), providing valuable insights and guidance for the successful execution of the project.
- 4· **Administrative, Logistical, & Operational Matters:** has efficiently managed and handled all administrative, logistical, and operational aspects of the E-Governance Program, ensuring smooth day-to-day operations under KPRMP.
- 5· **Event & Workshop Planning:** has been actively involved in planning, coordinating, and executing events and workshops related to the E-Governance Program.
- 6· **Consultative & Policy-Level Meetings:** has represented the project in consultative and policy-level meetings with stakeholders, playing a pivotal role as a Change management lead.
7. **Legal Consultation & procedural / policy approvals:** has represented the project team in Policy level meetings with law Department, Home Department & especially at Advocate General Khyber Pakhtunkhwa Office with various management levels.

2022-09 - 2023-01

### **Consultant (Deputy Team Lead & Sr. Operations Coordinator) for evaluation of Sehat Card (Social Health Protection Initiative – SHPI), KP.**

*Agha Khan University*

Contractual Consultancy based assignment providing Personnel, Operational, Coordination, Administrative etc. support and guidance but not limited to;

- 1· To Evaluate Health Facilities Administrative, Operational & supportive Services, empaneled by State Life Insurance of Pakistan (SLIC) under Sehat Insaf Plus Program.
- 2· To evaluate the technical capacity of SLIC to empanel a Health Facility under various grading systems.
- 3· To liaise, coordinate & deliberate with various Government Departments involved in the Administrative, Operational & Financial Cycle of Sehat Insaf Card Plus Program.
- 4· To Monitor & Evaluate Health Facilities working, Patient Exit Interviews , Sehat Card Users & Non Users Survey across various Districts of KP.
- 5· To Assist International and National Consultants (Coordination, liaison, Operational arrangements etc.) for Policy Program review under Universal Health Coverage Global Health for all Umbrella of Sehat Insaf Program Plus (SHPI).
- 6· Being Deputy Team Lead, to manage team of 70 people across KP for said evaluation process.
- 7· Report to Senior National – Provincial Program Consultant (Team lead) for KP.

**2022-03 - 2023-03**

### **Visiting Faculty (Assistant Professor)**

*Iqra National University*

- Visiting Faculty (Assistant Professor) for Management Subjects (IT/HR, OB, Procurement & Management) from March 2022 till September 2022 (continued till date) for Bachelors/ Master's Degree Programs.

**2021-01 - 2022-05**

### **Consultant (HR, Admin, Trainings & Procurement Support)**

*Director Affluent Program Cuotts.UK*

Contractual Consultancy based assignment from **10th February 2021 till 15th May 2022** providing Ad-hoc support on remote basis focusing on but not limited to;

1. Support extended to Director Affluent Cuotts, mohammad.khan@cuotts.com
- 2· Supporting number of HR & Capacity Building Projects.
- 3· Conducting market research to identify suitable partners in key areas such as Recruitment & Selection.
- 4· Negotiation & Management of Key Vendors to ensure they were fulfilling Contractual Obligations.
- 5· Assess the work place to identify staff issues & providing effective solutions through conflict and compensation management techniques.
- 6· To actively participate in Recruitment / Selection Process by preparing / posting job ads, meetings with Candidates, conducting Interviews & identifying the best hires as Head Hunter.
- 7· To Provide T&D by conducting remote Seminars & Workshops.

8· Any other task assigned by Head of Program.

2020-01 - 2021-03

## **Consultant (HR & Administration)**

*The Tiger Guards Company Pvt. Ltd.*

Contractual assignment, was hired to undertake the Performance Audit of Policies, Procedures, Processes and Practices pertaining to HRM & Administration.

Reviewed the existing Operational (HR & Administrative) Rules, Policies, and Procedures of the Company, to identify gaps in practices and areas for improvement. Solutions were suggested and processes were reengineered. Aligned Companies' Policies with reference to HRM and administration with the present-day requirements and challenges.

The task was completed within mutually agreed time frame & all the deliverables were handed over to Company.

2016-10 - 2019-11

## **Director Operations / Business Support (HR/IT / Administration /Procurement /Finance /Legal etc.)**

*KHYBER PAKHTUNKHWA HEALTH CARE COMMISSION (KPHCC)*

Senior Director Operations for Entire KP Province, a Program worth 550 million and total team of 200 Plus.

### **1. Human Resource Management:**

Developed APT Rules for permanent Employees & developed Human Resource Manual for all types (MP/Permanent/Contractual) of KPHCC. Performance management cycle and managed to align three types of employees (MP/Permanent/Contractual) under the ambit of KPHCC HR Personnel Management rules. ACR's of employees raised on annual basis. Core member of HR Committee & Departmental Promotional Committee. Rendered Services as Chairman of Selection Committee till BPS-12, as member of selection committee till BPS-17 & Chairman for Scrutiny committee from BPS-13 till BPS-17 or equal. Conducted trainings for employees of KPHCC to enhance their respective capacities as per need assessment. Provided supports to line managers / staff by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; and recommending changes. Ensured legal compliance by monitoring and implementing applicable human resource federal and provincial requirements, conducting investigations, maintaining records, and representing the organization at hearings.

### **2. Procurement & Inventory:**

Procurement of Goods and Services worth 100 Million approx. including General office supplies, furniture / fixture, IT equipment, Vehicles, Health & Life Insurance services for employees etc.

As Member Provincial Technical & Procurement Committee of Sehat Insaf Card i-e Procurement of Insurance Services for households across Khyber Pakhtunkhwa, procured services of Health Insurance from State Life Pakistan.

### **3. IT, Data Exchange & Communication:**

- 1· Head of IT Section, managed all IT activities & equipment's at KPHCC. A strong coordination mechanism was established between ST&IT DEPARTMENT, DOST, KPITB, KP DATA Center & other stake holders.
- 2· Linkage was established between DoH through DHIS and real time Data through modern IT techniques were exchanged during Covid & Dengue Epidemic /Pandemic period. Data from Private Sector Health establishments played a vital role for Decision makers in NHS to counter Pandemic in most efficient manner.
- 3· Developed through team, a data bank of all Health Care Practitioners. All files were scanned & a data repository was developed to facilitate the top management for decision making & forecasting.
- 4· Procured IT equipment & established a mini server room. Communication setup was designed & deployed. All regional offices were interconnected & timely sharing of information were ensured (Bio Matric Attendance & Surveillance system, real time File / data transfer, Vehicle Tracking, Asset Management System etc.)
- 5· Compete MIS Solution was requested from USAID through KPG-DAI. Concept note was developed in close liaison & coordination with team KPG-DAI (USAID) The Proposal was accepted, approved & implemented. Phase 1 was completed & Phase Two was in pipeline.
- 6· Survey Mapping of Private Health Case establishments were conducted & agreement was finalized with SHOP Plus –(USAID), John Snow International (JSI) Pakistan to validate the Mapping Data & plot them on Grid, acquire the images & coordinates of Health Care Private Establishment for a GIS Based complete Map of three Districts as Phase 1.
- 7· Through GIS Coordinates, conducted the GIS based Mapping Exercise of Private Health Care establishment.
- 8· Developed and maintenance of disaster recovery plan in the event of natural disaster or physical damage to the systems. All SOP's were approved from Board of Commissioners.
- 9· Supervising all teams (Networks, Systems, Databases, Web and Hardware etc.).
- 10· Lead & implemented IT based solution for Registration of Health care providers & Health care facilities through web application (24/7/365 Online Solution).
- 11· Established IT network in Five Divisional Head Offices which were inter linked. Offices were monitored remotely, real time attendance was ensured through biometric. Real time data exchange was made possible for timely disposal of Registration process.
- 12· Shifted & automated 65% of Manual File work, a step closer towards paperless environment.
- 13· Automated & implemented Payroll & Accounts Management System.
- 14· When left, in pipeline, Decision support system, Upgradation of website, Capacity building & training of all Staff members to enhance their IT skills. From 75% to 100 % digitization & paperless IT aided file management &

processing system. Approval was taken from competent forum to implement IT based comprehensive solution.

#### **4. Case Management (Legal Affairs) & Finance (DDO):**

Apart from leading various departments of KPHCC, worked as Case Management Head with Team Of Legal Officer and Various level of Lawyers to Represent KPHCC at District, Session, High & Supreme Court of Pakistan. Had a wonderful working relationship with Law Department & Advocate General Office KP.

Officer of Category – I under General Financial Rules (GFR) / Delegation of Powers 2018 and DDO (Powers delegated by BoG-KPHCC).

#### **5. General:**

1· Remained Three times Acting CEO KPHCC.

2· **Conducted Performance Audit pertaining to HR, Procurement/ Inventory, Rules, Procedures, Policies, and Services of Private & Public Health Care Establishments.** Performance Audit of Tertiary Care Hospitals were conducted via M/s Shifa Islamabad & PHSA KP across Khyber Pakhtunkhwa on the analogy of Joint Commission International (JCI) Standards for Primary, Secondary & Tertiary Health Care Establishments.

3· **Additional Charge of Director Licensing & Registration – KPHCC:** From May 2018 till 24th October 2019 in addition to actual job responsibility, worked as Director L&R and issued more than Ten thousand registration certificates earning revenue of more than 200 Million.

4· Being second in command at KPHCC, initiated various Health Sector Regulatory Functions across Khyber Pakhtunkhwa, Mapping of Private Health Care establishments, Social Health Protection initiative etc. Further, strengthen inter coordination function and liaison with UNICEF, USAID, JACA etc. (International organizations) along with provincial bodies' i.e Finance, Health, Social welfare, Planning & Development, District Management, Accountant General Officer etc. Lead various activities such as anti-quackery drive, safe blood, safe water, injection safety etc. on the directives of Hon'ble Chief Justice Peshawar High Court & Hon'ble Chief Justice Of Pakistan (Peshawar Registry & Islamabad) .

Detailed job description can be provided with reference if solicited.

**Note:** Entire team Contract of top management expired and extension could not be granted as power vested with Board of Commissioners and at that time Board was nonfunctional due to the reason that half of members resigned and required quorum for convening Board meeting as per law could not be achieved.

2015-07 - 2016-09

#### **Deputy Director (Operations) / Project Manager-BPS 18 (Human Resource/ Administration /Procurement /IT /Fleet Legal/P&D etc.)**

*DIRECTORATE GENERAL OF EXCISE, TAXATION & NARCOTICS CONTROL DEPARTMENT, GOVT. OF KHYBER PAKHTUNKHWA*

(Project "Computerization of Property Tax Records "for Excise, Taxation & Narcotics Control Department along its all HR & Allied components shifted

from the ADP of ST&IT Department to ET&NC Department. As per Designation, "Deputy Director (Operations) / Project Manager Bps-18", roles & responsibilities were same (IT & Operations Management, Project Management, Procurement/Inventory Mgt., General Administration, Capacity Building etc.) as off when project was with ST&IT Department (DoIT). Additional, Compete MIS Solution was requested from USAID through KPG-DAI. Concept note was developed in close liaison & coordination with team KPG-DAI (USAID) The Proposal was accepted, approved & implemented. This approved & implemented project aided in providing sustainability & efficiency in the process / procedures of Excise Taxation & Narcotics Control Department. Under this grant, IT equipment's were delivered & trainings on various IT trends were successfully completed.

Various amendments were made in in ET&NC Laws, Procedures & rules in close coordination with Law Department & Advocate General Office KP. Due to its efficiency/success & requirement by ET&NC Department the Project was converted to Regular side from ADP of ET&NC DEPARTEMNT in 2016.

2006-01 - 2015-07

### **Deputy Director (Operations) / Project Manager-BPS 18 (Human Resource/ Administration/Procurement/ legal etc.)**

*DIRECTORATE OF INFORMATION TECHNOLOGY, GOVT. OF KHYBER PAKHTUNKHWA (DoIT):*

Appointed for a project initiated for Excise, Taxation & Narcotic Control Department (Computerization of Property Tax Records for KPK). Project period was from 2005 till 2016. MIS offices & One window operation was established in all districts of KP. Project was approved through an ADP scheme with a total estimate of around 200 Million approx. After its successful implementation, till 2016, revenue targets were achieved above 150% and Rs. 4500 million were deposited in KP Treasury.

1. IT equipment was procured for all the offices & M/s Acrologix & Oracons developed the Software solution.
2. GIS based solution was developed through M/s Daleel-tech.

**Being Project Manager, was awarded twice (appreciation certificates) by Minister IT & One time by CM KP for performing exceptional as Project Manager for IT project "Computerization of Property Tax Records" & Automation of Professional Tax, Integration of GIS with Property Tax, Automation of Confiscated Vehicles etc. "**

#### **Human Resource Management:**

1. Being a Senior Project Manager and regular member of the Procurement & HR Recruitment committee nominated by Worthy Chief Secretary to Govt. of KP to purchase technical equipment and to recruit best technical / most suitable personnel in all the Departments of Khyber Pakhtunkhwa.
2. To manage a team of 85 people for the entire KP Property Tax Computerization System.

3. Guide and supervise the functions of the support staff in the discharge of their duties to ensure efficient and prompt provision of all administrative services.
4. Managing recruitment processes & handle grievance and disciplinary cases, ensuring team building for performance efficiency.
5. Member of Recruitment committee for selection of specialized personnel from ST&IT Department for all Departments of KPK.
6. Capacity Building & conflict Management.

**Procurement / Inventory:**

1. Responsible for overall Procurement, inventory & logistic activities related to project across all districts of KPK, preparation of Tender advertisement purchase orders, stock verification & clearance, stock management, inspection certificates, bill processing etc.
2. Reviews and analyzes technical specifications to ensure completeness, accuracy and competitive qualities.
3. Handled Procurement worth 129 million at own project & more than 600 million at other departments.
4. Being a Senior Project Manager, member of the Provincial Procurement & HR Recruitment committee nominated by Govt. of KPK for different procurement activities in various Government departments such as Health, Education, Law, Excise, Finance, Mines & Minerals, C&W etc.
5. Established Inventory Management system and assigned coding segments as per item / commodities classification.
6. Assisted various departments in procuring services of various firms.
7. Head of all Procurement, Inventory & logistics related activities including preparation / aiding in annual procurement plan / budgeting.

**Administration & Legal:**

1. Monitoring the budget implementation; Provide the required financial management information for ensuring implementation of the Departmental / project activities within the resources and mandate approved by the Govt.
2. Managing all file work, assist with the annual audit, preparation of Audit copies & yearly surrender statements/ re-appropriation tasks and ensuring to implement audit recommendations if any.
3. Working on project renewal (revision of PC-1) & preparation of PC-II /PC-I for new proposed schemes under ADP head of KP Government.
4. To create a positive liaison between various departments (Excise & taxation, Health, Works/Service, Social Welfare etc. and IT) and timely execution of directives.
5. Implement financial policies, procedures and also to maintain financial files and records.
6. Preparation of RFP/TOR, Technical/Financial evaluation, Technical/financial comparative statements, Letter of Interest etc.
7. To assess administrative expenditure (past as well as future) and prepare budgets accordingly.
8. To manage repair and maintenance of allied equipment & Transportation.
9. Leading Spokesperson for the projects in Press briefings & conferences.



10. Various amendments were made in in ET&NC Laws, Procedures & rules in close coordination with Law Department & Advocate General Office KP.

### **IT Operations & Communication:**

As Project Manager / deputy Director Operations, responsible for;

1. Close coordination with Directorate of IT, other Departments, Hardware / Software firms and the stake holders i.e. ET&NC Department.
2. Dealing in Procurement, managerial issues liaison with stack holders' third party vendors, implementation of quality assurance and providing guideline to all Staff Members for efficient and effective output.
3. To monitor and manage project activities during each phase of project life.
4. To Manage and supervise Operations staff, to ensure the efficient operations of the project's Equipment, software and Network.
5. Network Administration in absence of Network Engineer (including backups, security management, internet access, office systems and applications support).
6. To supervise & manage team of 100 IT staff members from all cadres.
7. Dealing and manages all the operational expenses & responsible for resource mobilization.
8. Liaison and coordination with Departments / stakeholders, third party vendors, implementation of quality assurance and providing guideline to all staff for efficient and effective output.
9. Taking initiative to resolve problems on prompt basis and keeping the systems running 24/7/365 days a year.
10. To lead all IT base activities within Directorate, Department but also them in inter-co-ordinational activities.
11. Identify and address operations bottlenecks and issues.
12. Preparation of periodic Progress Reports.

### **Liaison, Monitoring & Evaluation:**

1. Effective liaison between various working group & line departments of Government of Khyber Pakhtunkhwa.
2. Intra departmental & sub units information exchange alongside assistance in decision & policy framework.
3. Provide assistance in developmental activities across various line departments & their sub units such as Finance, P&DD, FATA Secretariat, Works & Services, Police, Health etc.
4. To monitor activities on general basis alongside core activities whose fact sheet are submitted to P&D Department for Quarter reviews.
5. Evaluation is done to strengthen the core activities, evaluation reports then become a base line to extend the project period & revise them with wider scope.
6. Effective use of modern IT Tools & Techniques to aid the process of effective liaison & communication. Same tool set is used to produce effective monitoring outputs & suggestions.

7. Being a senior member, close coordination via effective persuasive abilities to yield constructive & realistic outcomes from meetings associated to various tasks in different departments.

**Overall Achievements:**

1. Recruited best technical people for various government departments and their sub units such as health, social welfare, works and services, provincial ombudsman etc.
2. Purchased equipment & acquire services with best technical specification for many departments and their subunits.
3. Successfully established a project management unit and a data center at Excise and Taxation Department and their sub units across KP.

2006-06 - 2006-09

**Manager Admin, HR & Procurement**

*SHAHEED BHUTTO FOUNDATION (SBF)*

- Managed HR, Admin, and Procurement activities

2003-09 - 2006-01

**Human Resource /Administration / Procurement Officer**

*IQRA UNIVERSITY (PESHAWAR)*

- Managed HR, Admin, IT and Procurement activities

2003-04 - 2004-08

**Network Administrator (evening shift)**

*IQRANET PVT.LTD, INTERNET SERVICE PROVIDER (PESHAWAR)*

- Managed network infrastructure and provided IT support



## Education

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2011-01

**MS in Management Sciences (HRD)**

*IM Sciences Peshawar*

- Education Level: 18 Years of Education
- GPA: 3.30

**One Year Post Graduate Diploma in Procurement:  
Procurement, Stores & Material Management**

*Pakistan Institute of Management Sciences (PIMS) - Islamabad*

2003-01

**Master's in Business & Information Technology with majors  
in HRM**

*Iqra University Peshawar*

- Education Level: 16 Years of Education
- GPA: 3.30

2000-01

**Bachelor of Arts (B.A)**

*Edwards College Peshawar*

Education Level: 50.35%



## Professional Highlights

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- E-Governance Provincial Project Manager within the Transformation Management Office (TMO) / Project Management Office (PMO) at the Khyber Pakhtunkhwa Revenue Mobilization & Public Resource Management Program (KPRMP), a project of the Finance Department, Government of Khyber Pakhtunkhwa, and a flagship program of the World Bank (Credit number: 6421-PK) - Implementation Support Mission "E-Governance Project." The program is valued at 18 million US Dollars (\$18,000,000). Team of 100 personal & consultants at various levels of engagements. Responsible for all Administrative, Operations, Legal sector, IT etc. of the Program.
- Consultant (Deputy Team Lead & Sr. Operations Coordinator), Agha Khan University (Karachi), KP "Program Evaluation of Sehat Insaf Card Plus" under SHPI, Department of Health, Govt. of KP, 15th September 2022, 31st December 2022 (Coordination, Operations & Legal Support)
- Visiting Faculty (Assistant Professor), Iqra National University- Peshawar- KP, HR/OB/Procurement & Management, March 2022, September 2022
- Consultant (HR, Admin, Trainings & Procurement Support), Director Affluent Program Cuotts.UK, 10th February 2021, 15th May 2022
- Consultant (HR & Administration), The Tiger Guards Company Pvt. Ltd. Peshawar, 02nd January 2020, 01 February 2021
- Director Operations / Business Support (HR/IT / Administration /Procurement /Finance /Legal etc.), KHYBER PAKHTUNKHWA HEALTH CARE COMMISSION (KPHCC), 24th October 2016, 24th October 2019
- Deputy Director (Operations) / Project Manager-BPS 18 (Human Resource/ Administration/Procurement/IT/ Legal /Fleet/P&D etc.), DIRECTORATE GENERAL OF EXCISE, TAXATION & NARCOTICS CONTROL DEPARTMENT, GOVT. OF KHYBER PAKHTUNKHWA, 1st July 2015, September 2016
- Deputy Director (Operations) / Project Manager-BPS 18 (Human Resource/ Administration/Procurement etc.), DIRECTORATE OF INFORMATION TECHNOLOGY, GOVT. OF KHYBER PAKHTUNKHWA, Jan 2006, 30th June 2015
- Manager Admin, HR & Procurement, SHAHEED BHUTTO FOUNDATION (SBF), Jun 2006, Sep 2006
- Human Resource /Administration / Procurement Officer, IQRA UNIVERSITY (PESHAWAR), Sep 2003, Jan 2006
- Network Administrator (evening shift), IQRANET PVT.LTD, INTERNET SERVICE PROVIDER (PESHAWAR), Apr 2003, Aug 2004



## Personal Information

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CNIC Number: 17301-1360087-1



## Knowledge Areas

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- Human Resource Management Operations

- Head Hunting & Talent Acquisition
- IT & MIS Projects Admin. & Mgt.
- Public Sector Procurement/Inventory Mgt.
- Administration & Operations Management
- Implementation & Control of Policies/ Procedures
- Strategic Planning and Financial management
- Situation Analysis & Prioritization
- Cost Control & Time Management
- Human Resource Management
- Contract Management
- Conflict management
- Customers Relationship Management (CRM)
- Knowledge & Records Management
- System Analysis and design
- Health Regulatory assessment.
- Health Quality of Care System.
- Legal Affairs, Laws, procedures etc.



## References

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- Dr. Akif Khan, Managing Director (Khyber Pakhtunkhwa Information Technology Board), 03219044621.
- Prof. Dr. Jehangir Khalil, Ex- Chairman BoG KP Health Care Commission., 0310-9664019, 0333-9136214, 0310-9745364
- Mr. Zia Ullah Khan, CIO (CM Secreteriate Govt. of KP), 0333-9966455
- Dr. Syed Farooq Jamil, Special Secretary Health, Govt. of Khyber Pakhtunkhwa, 0333-9116939



## Training

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- One Year Diploma course in Procurement, Stores & Material Management, 2012-2013, Pakistan Institute Management Sciences (PIMS), 73 %
- One Year plus Advance Course in Information Technology (IT), 2004, Iqra University Peshawar, 3.43
- Project Management Professional Training, Project Management Institute (PMI) Global Registered Education Provider (Peshawar)
- Four Day Exclusive Training Workshop on E-Government, strategic Planning & Development, 2012, Islamabad
- Primavera 6 training, Directorate of Information Technology Govt. of KPK
- Specialized Training off Three days on Inventory, Stock & Procurement Information system, 2013, Directorate of IT, ST&IT Department
- Research/Development, Procurement Management training, Institute of Business and Management Sciences/ Computer Sciences (IBMS/CS), Agriculture University Peshawar
- Management & Procurement training, Pearl Continental Hotel Peshawar



## Volunteer Experience

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- Blood donor and worker Fatimid Blood Transfusion services Fatimid Foundation, Peshawar.
- Worked as volunteer in relief work in the earth quake affected areas (Mansehra, Balakote , Alai, Ahal etc.) , took a team of volunteers from Peshawar & established a relief camp in Saheena Jameel Hospital & medical College outside abbotabad.



## Certifications

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<b>2023-03</b>	Foundations of Project Management
<b>2023-03</b>	Principles of Management
<b>2023-03</b>	Project Initiation: Starting a Successful Project
<b>2023-02</b>	Adapt your leadership style
<b>2023-02</b>	Human Resources Analytics
<b>2022-08</b>	Project Planning: Putting It All Together
<b>2015-12</b>	Initiating and Planning Projects