



# Osama Shabbar

📍 Amman, Jordan

✉️ [Onama.os@gmail.com](mailto:Onama.os@gmail.com)

☎️ 00962 775454207

🌐 [Osama Shabbar/Linkedin](#)

---

## Work Experience

Norwegian Refugee Council, Jordan

Jan 2024 – Present

### **Reporting & Information Management Officer**

- Oversaw the collection, validation, and storage of data by designing and developing data collection tools (Kobo), training field teams on their proper use, and updating project databases.
- Maintained and updated the urban shelter database, conducting regular data quality checks to ensure accuracy, consistency, and security, and identifying/addressing errors or duplicates.
- Automated data flow and integration from multiple sources into SQL databases using Python scripts, significantly improving data processing efficiency and accuracy.
- Conducted data analysis to track project indicators and payment processes, identifying trends and patterns relevant to project objectives.
- Developed and maintained interactive Power BI dashboards for data visualization, providing insights into spending, payment tracking, and performance against targets to support programmatic decision-making.
- Prepared and submitted regular financial and progress reports for project management, detailing performance indicators, findings, and recommendations.
- Coordinated with field teams to gather and verify data inputs, ensuring the accuracy and quality of all information used in reporting.
- Documented processes and generated necessary documentation (e.g., BOQs, completion reports, MOUs) using automated Python scripts, ensuring consistency and accuracy.
- Maintained organized archives and filing systems for all contracts, financial records, and project documentation in both paper and electronic formats.
- Coordinate and process purchase requests for the logistics department, ensuring timely procurement of services, tracking orders, and resolving issues.
- Prepare documentation and facilitate contract signings as required with beneficiaries.
- Maintain and organize the filing of contracts and other relevant documents used by the sector, updating financial and administrative records as necessary.
- Provide regular feedback to the Project Coordinator/Project Manager regarding concerns, questions, or challenges raised by participants.

**Shelter Technical Assistant**

- Support the Database officer in updating records and information collected by the team and ensuring that data collection is well coordinated with the main database.
- Support in developing and updating the database “MS Access Query”.
- Provide the needed support in designing data collection tools (Kobo) and revising the field tools (Include mail merge technique).
- Provide report accurate records and report as requested.
- Execute regular checks on the Urban Shelter Database to ensure data is clean without errors and duplicates.
- Prepare documentation and sign contracts as required with the beneficiaries.
- Contribute and support the data unit to ensure information is adequate and well organized. Maintain and organize filing of contracts and other documents used by the sector, Update
- information related to finance and/or other support units, when necessary, develop plans and actively develop contracts and documentation to support the social team in case of need.
- Contribute to produce and update information related to the sector, including FAQ’s and other required information.

**Acting IM & Reporting Officer**

- Provide accurate records of project activities and ensure all information is precise and available on time.
- Update records and information collected by all the teams: Ensure data collected is well coordinated with the main database.
- Provide support and general updates to program teams: Work closely with the Shelter team Leader to develop analytical and reporting tools and support the team to better coordinate and make efficient use of resources.
- Prepare general reports on project progress for project management purposes, produce regular reports on teams’ performance for staff management, revise proposals and develop reports on Indicators.
- Lead and support the design of data collection tools: Revise field tools when suitable and provide feedback.
- Ensure quality and integrity of data collected: Execute regular checks to ensure data is clean and highlight errors and support the team members to complete missing data.
- Lead and support the creation of data management structures to improve the efficiency of the teams.
- Coordinate with external units and M&E as necessary to ensure proper data collection and documentation, in addition to tools development.
- Guide the field teams on how to properly use Kobo tools to ensure adequate and timely database update.

**Monitoring, Evaluation & Learning Assistant**

- Oversee the monitoring activities and tracking of indicators for the projects to ensure high quality of assistance/services and continual learning.
- Provide the needed support in designing data collection tools (Kobo) and revising the field tools.
- Execute regular checks on the JRF IMs Database to ensure data is clean without errors and duplicates and keep the data quality log and the preliminary analysis (using pivot tables and SPSS) up to date.
- Conducts participatory monitoring activities using varied suite of tools (assessment monitoring (Shadow visits), participatory monitoring activities, general satisfaction monitoring (exit interviews), and change monitoring (pre/post testing and assessments) to ensure high quality of assistance/services and continual learning) with JRF beneficiaries to get information and feedback on the quality and relevance of assistance in all areas of intervention.
- Conducts quantitative data collection activities, support in data processing and support in preparing quantitative summaries as well as ensuring the documentation of all necessary data and templates.
- Ensure accurate and high-quality data during the collection, entry and upload to have accurate database.
- Supports the development of data collection methodology and tools, as well as the testing of new tools using Kobo and ensure usability of the tools before launching the data collection activity.
- Prepare quarterly and annual project reports.
- Regularly undertakes field monitoring visits to the field locations, to ensure the quality implementation, data collection and performance of the partner CBOs.
- Ensures timely reporting on monitoring activities in line with work plans and project timeline for internal and external purposes.
- Provides regular verbal and written feedback on field observations and monitoring findings to the MEL Supervisor and relevant program staff, to follow up on action plan.
- Assists in capturing and feeding into institutional learning by contributing best practices and lessons learned from ongoing MEL activities and/or projects' activities to ensure the good quality of the outcomes, and preparing a Lessons Learnt report per project under their responsibility to be communicated with the project's stakeholders.
- Cross checking the projects fact sheets prepared by the IM team, and highlight any concerns in the quality of data, reporting or percentage achievement against the project's outputs to ensure working according to the plan.
- Performs data quality check on the data entered by the program staff into JRF Information Management System.
- Ensures up-to-date work-plans, and proper tracking of MEL activities, beneficiaries and follow-ups; to ensure high quality of assistance/services and continual learning.
- Work closely with the program's teams, conducting monitoring activities for the CEP, CSP and TCD projects.

**Finance Officer**

- Managed daily bookkeeping, prepared financial reports, and tracked the SME expenses and revenues.
- Prepared cash flow statements summarizing cash inflows and outflows to support financial planning.
- Administered payroll, developed payroll processes, and ensured accurate calculation, reporting, and timely processing.
- Supervised monthly stocktaking, reconciled inventory with system records, and resolved discrepancies.
- Negotiated with creditors and suppliers to reduce costs, analyzed variable expenses, and provided recommendations to improve financial performance.
- Maintain employee leave, vacation, and sick day records.
- Analyzed daily sales trends, assessed competitor activities, and proposed strategies to improve revenue and customer engagement.
- Support budget preparation and track spending against the budget.

**Jordan Ahli Bank, Irbid, Jordan**

Sept 2014– Dec 2014

**Costumer Service Intern**

- Handle daily customer transactions, ensuring accuracy and compliance with bank policies.
- Identify customer needs and recommend appropriate financial solutions to improve satisfaction.
- Provided clear and professional communication to address inquiries and resolve issues effectively.
- Consulted with clients to evaluate requirements and guide them toward the best banking options.

---

**Education Background**

---

**Utara University Malaysia, Kedah, Malaysia**

Master Degree in Finance

Graduated: Sep 2020

GPA: 3.38

**Yarmouk University, Irbid, Jordan**

Bachelor Degree in Banking &amp; Finance

Graduated: Feb 2015

GPA: 73

---

**Skills**

---

- |  |   |                          |
|--|---|--------------------------|
| • Data Analysis & Statistics (R, SPSS, STATA & EViews) | • Reporting                                 | • Data collection (KOBO) |
| • Python “Pandas & Numpy” & Automation scripting       | • Relational Database & Database management |                          |
| • Data visualization Power BI DAX & Tableau            | • SQL & MS Access                           | • Power query            |

---

**Languages**

---

- Arabic (Mother tongue)
- English (Fluent)

---

**References**

---

Upon Request