

Dear Hiring Manager,

I am pleased to apply for the position of Information Management Specialist at Médecins Sans Frontières, bringing more than six years of experience in information management, data analysis, and system optimization to your great humanitarian mission at MSF. My background in designing and implementing Health Information Systems for international NGOs, such as Première Urgence Internationale and International Medical Corps, equipped me with the ability to enhance data-driven decision-making and operational efficiency in complex environments.

Currently, working at PUI as an Information Management Specialist, I have been leading the development and maintenance at the mission level on HIS, ensuring data accuracy, security, and usability. I have designed and optimized data collection tools, dashboards, and reporting mechanisms using SQL Server, Power BI, and KOBO to support program performance monitoring. I have also worked in close collaboration with the Ministry of Public Health and partners in integrating and streamlining workflows for the national HIS system, PHENICS. Additionally, my experience includes the training of field teams and health personnel in best data management practices that help drive the desired culture of compliance and efficiency.

I understand the management of electronic and paper records throughout their life cycle, knowledge of data protection legislation, including GDPR. My expertise will be in alignment with and support MSF's strategic objectives in Information Governance, Compliance, and Digital Transformation. Besides, my multilingual proficiency in English and Arabic will find wide applicability in communicating and supporting teams across diverse operational contexts.

What really draws me to this opportunity with MSF is the commitment of the organization to providing lifesaving medical assistance and advocating for populations in precarious situations. I am confident that my technical expertise, strategic thinking, and ability to drive information management improvements will be an asset to your team.

I would welcome the opportunity for a discussion on how my experience and skills align with your requirements. Thank you for considering my application.

Best regards,

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Information Management Specialist Results-orientated professional with more than 6 years of experience in data analysis and information management, specialized in information system design and implementation. Experienced in data visualization, process optimization, and cross-functional collaboration to deliver actionable insights that drive decision-making. Seeking an opportunity to apply my expertise in the position where I will be able to enhance organizational performance by suggesting innovative information management strategies.

Experience

NOVEMBER 2021 – PRESENT

Information Management Specialist | Premiere Urgence Internationale (PUI) | Beirut, Lebanon

- Led in the development, implementation, and sustainment of the HIS at the mission level, focusing on data accuracy, security, and usability.
- Designed and optimized tools, processes, and dashboards for the collection of data that would support program performance monitoring and decision making using KOBO, Built-In Forms, Code new forms using Flutter...).
- Conducted field visits related to data accuracy and quality.
- Provided technical assistance to health teams working in PHCCs and communities.
- Develop HIS team leaders' and field staff capacity through tailor-made trainings on data management and usage of the HIS system.
- Partnered with the Ministry of Public Health and its implementing partners in coordinating for integration and smooth operations of the national HIS system called PHENICS.
- Applied epidemiological and financial analysis to analyze trends and was therefore a key input into improvements in delivery of the programs as well as reports.
- Supported the preparation of monthly and quarterly reports for donors, partners, and internal stakeholders.
- Ensured observance of the organizational policies and SOPs, while maintaining an organized data archive.

MAY 2021 – DECEMBER 2021

Health Information Systems - Team Leader | Premiere Urgence Internationale (PUI) | Saida, Lebanon

- Supervised roll out and implementation of the Health Information System for the supported PHCCs and community health activities to maintain quality data which meets the standard requirements of the organization.
- Carried out technical assistance and capacity building for the Community Health Workers, Nurses, and PHCC staff in gathering, managing, and analyzing the health data.
- Regular field visits were conducted for ensuring data validity, monitoring performance, and discussing difficulties encountered in the collection and reporting of data.
- Collaborated with the MoPH to ensure the smooth integration and full functionality of PHENICS, the national HIS platform.
- Analyzed epidemiological and financial trends to provide insights and support decision-making to improve programs.
- Designed and implemented tools and workflows to strengthen data collection, visualization, and reporting processes for outreach activities.
- Coordinate with the MEAL department in ensuring that the program outcomes and reporting requirements by donors and other stakeholders are in line.
- Prepared and submitted a detailed report to both internal and external stakeholders on HIS activities, targets, and KPIs.

JUNE 2020 – MAY 2021

Senior Program Assistant | International Medical Corps (IMC) | Tyre, Lebanon

- This includes supporting the service provider contracting process by collecting necessary documents, performing compliance checks, and liaising with the Contracts Officer and Compliance department to ensure submissions are accurate and timely.
- Managed program activity payments: prepared monthly cost estimations for PHCCs, tracked budgets, and ensured requests were processed in a timely manner with the finance department.
- Facilitated procurement and logistics operations by raising requisitions, coordinating supply chain processes, and ensuring timely delivery of program supplies.
- Provided administrative support by organizing capacity-building trainings, maintaining documentation archives, and regularly scanning and filing data.
- Conducted field visits to ensure efficiency in payment processing, accuracy of data, and compliance with program standards.
- Worked in close liaison with program teams in implementing SOPs, supporting program operations, and ensuring alignment with organizational goals.
- Assisted in maintaining efficient communication between teams to support seamless program implementation.

NOVEMBER 2018 – FEBRUARY 2020

Information Management Officer | Premiere Urgence Internationale (PUI) | Saida, Lebanon

- Designed, implemented, and maintained information management systems to support the efficient collection, storage, and analysis of health data for program activities.
- Monitored the MoPH Health Information System- PHENICS to ensure high-quality data collection, entry, and reporting from supported PHCCs and community health teams.
- Conducted data analysis and visualization, producing dashboards and reports to inform decision-making and track key performance indicators.
- Provided support to capacity building through the training of field staff, HIS team members, and PHCC personnel in best practices of data management and system use.
- Ensured proper documentation and archiving of data collection tools, reports, and other information management resources. Conducted field visits to validate data accuracy, assess tool effectiveness, and provide technical support to health teams.
- Prepare data collection tools (Kobo, Forms etc...)
- He ensured, in close collaboration with the MoPH, partners, and internal teams, the streamlining of workflows related to data to align with organizational and sector standards.
- Contributed to the development and implementation of standard operating procedures for data collection, management, and reporting processes.

JUNE 2012 – OCTOBER 2018

Accounting Auditor | ROUMICO | Tyre, Lebanon

- Conducted thorough audits of financial records, ensuring their accuracy, observance of accounting standards, and adherence to regulatory requirements.
- Conducted financial statement and report examination to identify misstatements, errors, or fraud cases, with accompanying recommendations on areas of concern upon findings.

Skills

SQL Server • MySQL • Access Database • Looker Studio • Power BI • Django • HTML • CSS • C# • Power Query • Advanced Microsoft Office • Data Analysis • Trend Analysis and Forecasting • Communication and Organizational Skills • KOBO Tool Kit • Microsoft Forms • Google Forms • Reporting • Data Structuring

Education

2012 - 2018

Bachelor of Business Administration in Management Information Systems | Lebanese International University | Lebanon

Data Management • System Analysis and Design • Business Intelligence Systems • Business Telecommunications

Master of Business Administration (MBA) | Beirut International University | Lebanon

Information Systems in Supply Chain • Information Systems for Managers • Business Research Methods • Strategic Management & Corporate Governance

Certifications

CCNA: Switching and Routing Protocols • Mobile App Development • Team Management

Languages

Arabic (Mother Tongue) • English (Proficient) • Krio (Fluent)

References

References Available Upon Request