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| **Usman Rafique**  **Project Management/Communications**  Professional | | | | | |
| |  |  |  | | --- | --- | --- | | **Personal Info:** | Usman Rafique DOB: Oct 20, 1980 NIC-61101-3846172-9 - Passport #9561722 House No1018, Street 67, Sector G-9/4  Islamabad, Pakistan. +92-3335244708E-mail: [sherandgul@gmail.com](mailto:sherandgul@gmail.com) [www.facebook.com/usm](http://www.facebook.com/usm) usmanrafique.org |  | | | | | | |
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| **Personal Statement:** | | I am an ambitious and goal orientated individual with a clear vision of future objectives, having leadership qualities. I am a very quick learner and am always prepared for a challenge, have excellent organizational and communications skills to work effectively as an individual and in a team at all levels, and of course in different circumstances. I have travelled and worked in many countries even in IRAQ war zone and I thrive very well in dynamic and challenging work environment and can deliver results to deadlines, even under pressure. I have **10 years** of national and international experience. I won National and Presidential Awards for Community Service during natural disasters. |  | |
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| |  |  |  | | --- | --- | --- | | **Experience:** | Organization | **SHER & GUL Communications** | |  | Organization Type | Consultancy/ Management / Communications | |  | Designation | **Managing Director /Self employed** | |  | Location | House No1018, Street 67, Sector G-9/4  Islamabad, Pakistan | |  | Type of Experience | Full Time | |  | Tenure | August 2010 To Date | |  | Description | SHER & GUL has been actively involved in providing different kind of services to the UN, USAID Implementing Partners, USEF, Embassy of the United States, Save the Children, IOM and other National and international organizations for development programs in Pakistan especially in crisis situations and disasters. (Earthquake 2005,Floods2010/ 2011 in KPK, Southern Punjab and Sind, Tharparkar Famine 2014) | | | |
| **Experience:**  **Experience:**    **Experience:**  **Experience:** | *Organization* **IRC-PRIDE Project ( A project funded by USAID-IRC)**    Organization TypeA four year project launched for post earthquake 2005  Pakistan for achieving better health in District Bagh in  AJ&K and District Mansehra in Khyber Pakhtoonkhwa.  Project Duration 2006 – 2010.  ***Designation*  Sr.Admin and Logistics Officer (BCC Department)**  *Duration* **(Aug 2009 - Aug 2010) (1 Year)**  *Reason for leaving* Project completed Successfully  ***Responsibilities and Experience***    Help Developed BCC strategy for MNCH Project, presentations, training and IEC Materials, handouts and Orientations, conferences for the MCH Brand advocacy to Donors, CSOs, VOs, and implementing partners, done Pre-Post Tests, interviews, FGDs and field assessments of HIFAZAT Brand for 114 Health Management Committees (HMCs) and Health Facility staff in 28 Union councils. (48 HMCs Mansehra, 66 HMCs in Bagh) to achieve SBCC goals and objectives.  Strategic marketing, monitoring and implementation of Hifazat Brand as a project focal person for Dist.Mansehra and Dist.Bagh with admin & Logistics support for all type of Branding Materials, performed duties as a liaison between Health departments, field office and head office for media campaign (Radio), IVR service with effective communication.  Event Management for 38 Brand launches ceremonies at different places in AJK and KPK for more than eight thousand participants.  Administration of operations (Frequent field travelling Heli and by road) for BCC branding Materials installation in Both Mansehra and Bagh districts in coordination with Department of Health AJK and KPK according to the BCC guidelines, policies and procedures of USAID.  Handling Procurement process, finances and budgets to hire vendors and finalize quotes and EOIs, raising work orders, take care and supervise the design and development of the Branding and Marketing materials till final hand over according to the organizational policies, procedures and systems of USAID/IRC.  Management of the distribution of IEC Materials, Promotional items and giveaways in the Event and at registration desk including frequent travel to field offices.  Building and improving organizational relationships within program teams, Coordinating with implementing partners, CSOs, VOs and project components by working closely to achieve and perform given tasks effectively and efficiently.   |  |  | | --- | --- | | Organization | **SMS International Company, Kuwait, Iraq** | | Organization Type | A register contractor firm with US Government/Military and Multinational forces IRAQ/Afghanistan. | | Designation | **Project Manager** (Upgraded from Project Coordinator in six months) | | Location | SMS International, Black Smith Road,AL-ASAD Air Base, APOE- 09333, AL-ANBAR Province, IRAQ | | Type of Experience | Full Time-I have worked in various US Military camps of Baghdad including Taji-Camp victory-Camp AL-ASAD with AAFES and FOB KALSU with KBR, The Prime contract of US Military in Iraq and Afghanistan | | Tenure | **July-2007 To Nov 2008** | | Description | Administration of AL-ASAD Air Base office, finance, field operations, Procurement and logistics(Armed forces Convoy movements all over Iraq/Kuwait), HR and QA/QC departments with strategic and effective communication to execute projects till handing them over to the customer on military installation sites.  Taking care of living standards, security, health and safety issues of multinational workers (Americans, Pakistanis, Pilipino, and others) and signing contracts as per US army policies.  Keeping updated electronic records of invoices, cash receipts, vouchers, delivery notes, contracts, agreements.  Hiring heavy equipments including Cranes, Graders and backhoes on job site to install force protection such as T-walls and concrete barriers, electric and water supply materials, pre-fabricated and collapsible housing units.  Managing finance reports, work spreadsheets, Letter of authorizations/identification (LOAs/LOIs) for screening and badging appointments in military badging offices/PMO.  To coordinate and Update contractors/subcontractors/vendors such as KBR INC, General Dynamic and Base command Group at site office.  Escorting and manifesting third country nationals (TCNs).  Taking care of cash at cash counters in warehouses for daily sales, using inventory software to update records.  Coordinating with sponsors such as AAFES (Air force& army exchange service, Europe) for business contract’s terms& conditions according to MNFI- FREGO-536 procedures.  Attending weekly contractor meetings of Base Command Group (BCG) for new changes in policies and procedures.  Making huge amounts of money transactions (Dollars& KD).  Catching people stealing company properties/assets, handing them over to Military Police/NCIS and making arrangements for them to send back home. | | Reason for Leaving | Project completed successfully | |  | | | Organization | **Comsats Internet Services, Islamabad** | | Organization Type | Govt. | | Designation | **Manager Customer Service centre** | | Location | COMSATS Headquarters Building, 9, Share-e-Jamahiriya, Sector-5/2, Islamabad | | Type of Experience | Full Time | | Tenure | **March-2002 To Oct-2005 (3 Years)** | | Description | Setting up, management and maintenance of Customer & Technical support center.  Maintaining a weekly and monthly-based performance report and staff duties in a 24/7 hours working environment.  Providing solutions to corporate Customer queries concerning, Domains, leased Services, ISDN, hardware installation and configuration.  Providing solutions to customers for billing related issues by using Oracle and java database software’s.  Official Trainer in COMSATS for customer service executives.  [www.comsats.net.pk](http://www.comsats.net.pk) | | Reason for Leaving | Left this Job after Earth quake and started working for a Volunteer Group in Mansehra | |  | | | Organization | **Nizam Networks** | | Organization Type | Business | | Designation | **Director and Network Administrator** | | Location | Margalla Towers, F-10, Islamabad | | Type of Experience | Full Time | | Tenure | Oct-2002 To Oct-2005 | | Description | Providing unlimited and nonstop 24/7 quality Internet service to customers through satellite on Microsoft windows systems.  Maintaining the whole network equipment on 10 floors of the building according to the standards of the society.  Providing solutions to Customer queries both Online and Offline concerning websites, Email, Domains, leased Services, hardware installation and configuration. | | Reason for Leaving | The building collapsed in 2005 earth quake | | |  | |
| **Experience:** | |  |  | | --- | --- | | Company | **United Pakistan Volunteer Group** | | Title | Social Services, KPK and Kashmir. | | Role | **Project Manager/Camp Incharge** | | Tenure | Oct-2005 To May-2006 | | Description | Administration and Arrangements of Staff, International Volunteers and Donors, for their visas, accommodations and transportation in Islamabad and Mansehra.  Camp management for 1500 IDPs in coordination with UNHCR  Management of Logistic support for IDPs in coordination with IOM and IRC.  Security management of IDPs in coordination with Pakistan Army, FC Guards and Police Department in Mansehra.  Management of an Emergency Response Cell on 24/7.  Maintaining the distribution of relief goods.  Management of a field hospital of 50 beds, daily OPD and a pharmacy.  School and Child Friendly Space Management for IDPs children with the help of UNICEF and IRC.  Management of Psychosocial, capacity building and mental health programs to run by CWS (Church world Services) Mansehra.  Sanitation, water supply and waste management of the camp in coordination with OXFAM.  Management of NFIs, community kitchens and food distribution in coordination with UNHCR and WFP.  Temporary shelter/tent management in cooperation of NRC (Norwegian Refugee Council) and World Vision.  Attending UN and NGOs meetings, seminars, training activities. | | |  | |
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| **Skill:** | Windows XP, Vista, MS WORD, MS Excel basics, PowerPoint, Adobe Photoshop basics, Microsoft Outlook and Windows Networking, fire fox and internet explorer | |  |
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| **Education:** | |  |  | | --- | --- | | Degree Name | **MBA (Project management)** | | Level Attained | Masters Degree | | Institute | Preston University, Islamabad, Pakistan | | Degree Name | **B.A (Journalism)** | | Level Attained | Bachelors Degree  Punjab University, Lahore, Pakistan | | |  | |
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| **Language:** | Can speak, write and read English, Urdu, Punjabi and Hindku Fluently | |  | |
| **Additional Info:** | **Hands-on Training**     * Anti Corruption Management by Fata Secretariat Special Projects-USAID (June 2012) * Leadership Development Program by USAID and MSH,Jhpiego (April 2009-Dec 2009) * Safety management training from US ARMY, AL-ASAD Air Base, Iraq.(2008) * Camp Management Training from UNHCR, NRC, Red R.KPK, Pakistan (2006) * Sanitation/solid waste management training, OXFAM. KPK. Pakistan (2006) * Successfully completed IELTS from British Council Islamabad, Pakistan (2006) * American English accent training from Touchstone Communications-USA (2005) * CISCO ISP Setup training. Islamabad, Pakistan (2004) * MCSE (Microsoft Certified System Engineer).Islamabad, Pakistan(2001) * MCP (Microsoft Certified Professional).Islamabad, Pakistan(2000) * DWA (Diploma in windows applications).Islamabad, Pakistan(1997)   **Achievements and Awards:**   * **Bhoja Air Plane Crash April 2012** Rescued 127 Bodies in Hussain Abad village near chaklala air base along with Rescue 1122 and other Rescue teams. * **Air Blue Plane Crash July 2010** Rescued 152 Bodies in Margalla Hill at plane crash location along with Rescue 1122 Rawalpindi Team and Pakistan Army. * **Flood Response in August 2010-** Provided food (NFIs) and hygiene kits for more than 200 families in flood affected areas**.** * **National Youth Award 2009** by **Mr.Farooq H.Naik (Chairman Senate)** for participating in Relief mission for IDPs camp of Swat and Malakand agency effected of WAR ON TERROR, KPK in Pakistan. (12-08-09). * **Presidential Salam Pakistan Youth Award 2006** by **Gen. Pervaiz Musharaf (former President of Pakistan and Army Chief)** for participating in Rescue, (Rescued 19 individuals with Rapid UK Rescue team from the collapsed building of Margalla Towers Residential Apartments, Islamabad, Managed and supervised an IDPs camp of 1500 earthquake effectees for 1 year) Relief and Rehabilitation work for the Earthquake effected people in AJK, KPK in Pakistan. (13-08-06). * **Best Customer Service Representative Award 2004** from **Doctor Atta-ur-Rehman** federal Minister of Science and Technology, Islamabad, Pakistan. * **Build 70 houses** for most vulnerable IDPs from Paras and Khania Villages, KPK with the help of international volunteers and donors.(2006) | |  | |