ABOUT

A result-oriented Information Management professional with qualitative expertise of over 10 years in Information Management; maintaining databases; ensuring information security; IT Infrastructure; resource management; managing information security & enforcing security policies; evaluating emerging technologies and developing plans to collect information. Also, experienced in systems Integration, managed network services, data network technology, network transmissions systems, information management functions; exceptional knowledge of development, use of data systems and analysis of information flows; good understanding of technical methods and tools that support data collection and transformation; and in-depth knowledge of current trends and emerging technologies.

Technically sophisticated professional coupled with demonstrated capability in Infrastructure & Service Delivery Operations, Technical Support and Team Management, who possess broad competence in launching and driving new Information & Communications initiatives, re-designing corporate Information Technology infrastructures and contributing towards the achievement of organizational objectives. Thorough professional with solid experience in formulating robust IT strategies while managing & leading teams for running successful process operations & developing Business Continuity Plans, Procedures and SLAs.

CORE COMPETENCIES

IT Service Management | Infrastructure Management | Technology Planning | IT Governance Budgeting | Project Management | Information Security | Network Administration | Incident Management | Senior Technical Support | Management Information System | Team & Resource Management | Data Forming | Information Management & Reports | Innovative & Creative and Supportive to Positive Change.

PROFESSIONAL EXPERIENCE

**DT–Global / AUWS (USAID Project) Dec, 2019 – Dec, 2021**

LIAISON MANAGER (Information Management & Communication)

**Description of Duties:**

* Collected, analyzed, and utilized data and feedback that identified opportunities and improved the relationship between the project and other donor support efforts.
* Compiled and shared reports about issues, events, or updates within UWASS.soc that affected the project and other donor support efforts.
* Maintained thorough knowledge of the project, as well as an understanding of how that impacts UWASS.soc and other donors’ assistance efforts.
* Coordinated and managed all communications requests from DT-Global Home Office and Local Project Activities.
* Collaborated successfully with UWASS and other donors, including status of other projects that impacted on AUWS.
* Worked with other AUWS staff members that developed a greater understanding of the project and issues that arose.
* Proactively solved conflicts and addressed issues to home office through COP that ever occured between the project and the UWASS.soc and other donors.
* Promptly responded to events as necessary and acted as a representation of the project to UWASS and donors.
* Coordinated & managed communications requests from DT-Global Home Office and Local Project Activities.

**Accomplishments:**

1. Successfully Distributed, explained and signed an Implementation Letter (IL) through 6 major government partners and submitted back to the CO at USAID.
2. Successfully connected AUWS Project with International Donors and Implementing Partners as well as coordinated and managed all communications requests from DT-Global Home Office and Local Project Activities.

**Afghanistan Information Management Services (AIMS) Jan, 2022 – Present**

INFORMATION &COMMUNICATION DIRECTOR and CEO **Apr, 2019 – Sep, 2021**

**Description of Duties:**

* Maintaining data and information-sharing relationships with humanitarian community (e.g., UN, Red Cross/Crescent and NGOs) and with relevant international donors and governmental bodies.
* Planning and directing the organization’s operational and fiscal function and performance as well as acting as a strategic partner by developing and implementing the AIMS’ plans and programs.
* Establishing facility policies and providing guidance related to Programme Information Management.
* Planning and directing the organization’s operational and fiscal function and performance as well as acting as a strategic partner by developing and implementing the AIMS’ plans and programs.
* Identified new information and data requirements that supported operations and partners in the country, and supported home office in gathering and sharing this information and data.
* Provided management with updates by preparing reports including analysis of performance and measurement results to monitor the progress of communications activity against KPI's.
* Leveraged Geographic Information Systems (GIS) for map production and geographic data management while promoting data standards and harmonized management of geographic data/information.

**Accomplishments:**

1. Re-established AIMS, Got New Business License from MoEC and registered myself as the new CEO.
2. Developed an Executive Board for AIMS, formed an office, Made an inventory of all assets of a worth 1.3 million.

**Ministry of Communications and IT (MCIT) Sep, 2015 – Apr, 2019**

CHIEF INFORMATION MANAGEMENT OFFICER (CIO)

**Description of Duties:**

* Established control lines for current conditions and information systems as well as Developed, tracked and controlled annual IT implementation and major budgets.
* Developed and implemented 6 policy documents on information management for MOE and MCIT and Promoted Information Technology security awareness within MCIT and other Government Agencies.
* Provided information management support to joint needs assessments, MCIT and/or MCIT partners disaster impact assessments or capacity assessments of partners as required.
* Planned, managed, administered and maintained computer systems, computer networks and associated information technology resources through e-gov department in MCIT and MOE.
* Responsible for Planning and developing information systems architecture; engineering, integrating, and maintaining communication capabilities and information technology.
* Responsible for ensuring in-time submission of Information and Data required for internal & external use as well as reported, tracked and documented any active incidents.
* Examined and scrutinized internal unit's Information System databases e.g., AFMIS, HRMIS & GRP of MCIT, made a comprehensive report on it and presented to three Ministers and the President himself.
* Automated file plans, created office manuals and updated older manuals as well as designed all office forms and established more efficient document storage procedures.

**Accomplishments:**

1. Developed and implemented 6 policy documents on information management for MOE and MCIT, which were archived and translated into local two languages.
2. Produced National ID Cards Technical Advisory Services and Team Support within 9 months and automated 7 National Registries including portals for land Ownership, ID Cards, Passports and other licenses.
3. Trained 45,000 government officials and university graduates providing Information Management and ICT training, Capacity Building Programmes and digital literacy as Programme Manager.
4. Designed and driven to work a new working tactical operating center for information storing and management (e-Government Training & Research Lab) on-time and $10000 under budget.
5. Led a team of 15-35 on different Programs as Programme Manager in MCIT funded by: USAID, IDB and WB.

**Ministry of Communications and IT (MCIT) Nov, 2013 – Jul, 2015**

INFORMATION MANAGER (E-Standards)

1. Established an Electronic Document Management System (EDMS) and communicated this system to 6 other government agencies and they as well started using this MCIT owned system.
2. Established an E-Attendance System for MCIT and proposed it to 25 other Government Agencies, which is now a common practice in Afghan Government Sector for staff attendance.
3. Received a full funded Scholarship for my second Master Degree in Public Administration (e-Government & e-Policy and Information Management & Communication).

**Afghan Wireless Communication Company (AWCC) March, 2010 – Dec, 2013**

COMMUNICATION AND MICROWAVES ENGINEER

* Worked closely with Project management, Customer, staffs and service providers to coordinate all the project implementation works and do a smooth rollout and network expansion activities.
* Responsible for any kind of problem solution in Frequency Planning (6 GHz, 7GHz, 13GHz, 15GHz and 38GHz), Interference Analysis and LOS issues. Co-ordination with Implementation and Operation teams for the proper installation and modification/up gradation of Microwave Links.
* Managing and implementation of high capacity Microwave (Transmission) projects of different Operators offered by different Vendors e.g. (Nera, IP Expand +, SIAE, SIAE 1+1 7 Siemens, Stratex and Huawei etc.)
* Preparing and going through link Budget, organizing and proposing E1 solution for (BTS) connectivity.
* Expansion of the E1s up gradation of the Microwave links for AWCC on Working in assistance with Transmission Department while coordinating with the vendors and making operational plans.
* Troubleshooting and Solving major Access Transmission Network problems (Obstructed Line of Sight, Microwave Interference, Capacity constraint and Microwave Fading etc.)
* Working on IP XPAND NERA Links, which provides both E1 and STM-1 with the MW link capacity from 32 E1 up to a STM-1 and Ethernet up to 500 Mbps.

KEY HIGHLIGHTS

Contributed to the formulation of overall policies, procedures, objectives and guidelines affecting the development and maintenance of the Organization’s knowledge Depository and delivery of reference services. Conducted policy-oriented research and drafting on the applicability of information technology to digital repositories management using data from internal and external sources to: develop Section policies, guidelines and procedures in keeping with technological developments, and the evolution of the Organization’s scholarly communication cycle including strategy for long-term preservation and retrievability of the institution’s digital output with research value files; translated organizational needs into analytics, reporting and recommendation requirements to support decision-making and workflows with data information and knowledge. Following are key highlights from my previous employments as Information Management Officer:

PROCEDURE

* Developed Command Information Management Policies and Procedures which shared quality information generated by the staff and satisfied supervisor’s information requirements.
* Maintained awareness of emerging capabilities and technologies, and worked with government staff to implement procedures to ensure continued mission accomplishment.
* Developed a transfer checklist with 12 months of critical intelligence information and standard operating procedures for a deployed area-of-operation transfer.

INFORMATION MANAGEMENT

* Maintained data and information-sharing relationships with humanitarian community (e.g. UN, Red Cross/Crescent and NGOs) and with relevant international donors and governmental bodies.
* Established facility policies related to Programme Information Management and provided guidance to executive leadership as well as professional staff regarding requirements.
* Provided expertise in all areas relating to Information Management to Government CIOs & IM Managers of Security Assistance Training.
* Developed and implemented policy for information management at Ministry of Education throughout the Special Forces Group to include its intelligence capabilities.
* Created operational data management systems to enable effective analysis and monitoring including data quality control protocols and standards for validation and sharing of data.
* Provided information management support to joint needs assessments, MCIT and/or MCIT partners disaster impact assessments or capacity assessments of partners as required.
* Supported in making methodological decisions about how to conduct needs assessments and/or understand/interpret the results of assessments based on capacity building.

INFORMATION TECHNOLOGY

* Established Information Technology security plans, conducted risk and vulnerability assessments, and promoted Information Technology security awareness.
* Responsible for Planning and developing information systems architecture; engineer, integrate, and maintain communication capabilities and information technology.
* Planned, managed, administered and maintained computer systems, computer networks and associated information technology resources through e-gov department in MCIT and MOE.

INFORMATION SECURITY

* Coordinated and communicated with superiors to report the unit's information security needs.
* Trained new personnel on software and information security.
* Master Records Custodian training; guarded privacy act information and created office file plan–adhered to information security guidelines.
* Conducted reviews of operations and information security posture, conveying briefings to staff and Ministry’s senior management.

COMPUTER SYSTEMS

* Installed, operated and maintained digital communications systems and computer systems to over 200 participants in different Capacity Building Trainings arranged by myself and my Team.
* Designed and implemented a new working tactical operating center (e-Government Training & Research Lab) Computer systems and servers on-time and under budget.
* Provided technical leadership for development and maintenance of computer systems in support of users.

DATABASES

* Conducted security inspections and controlled access to government offices storing highly sensitive Top Secret information and classified database management information systems.
* Analyzed and entered credit document information while maintaining data integrity on the operating system and internal unit's database and Managed Financial Management Databases e.g. AFMIS, HRMIS & GRP of MCIT.
* Aided in the deployment and integration of a cutting-edge information database, which enhanced accountability and efficiency.

EMERGENCY

* Deployed the personnel section in combat and managed emergency deployment data, unit manifest operations, and replacement operations.
* Conducted critical infrastructure security assessments and incorporated data into contingency plans and development of emergency practice exercises.
* Evaluated emergency events from a Departmental perspective and responded to ensure appropriate communications and coordination as well as performed evaluations, maintenance, revisions and corrective actions of emergency management program plans.

EDUCATION CREDENTIALS

Master in Public Administration (M.S./GMPA) **July, 2014 – Feb, 2016**

**GPA = A+ (4.5/4.5)** SUNGKYUNKWAN UNIVERSITY, South Korea

Master of Science (Information & Management Sciences) **Feb, 2006 – Sep, 2009**

**GPA = A– (3.8/4.0)** UNIVERSITY OF ABOTTABAD, Pakistan

BCS (Computer Science, Data Management) **Feb, 2006 – Sep, 2009**

**GPA = A– (3.6/4.0)** UNIVERSITY OF PESHAWAR, Pakistan

**INTERNSHIP** (SUMSUNG & NIA) **February, 2015**

(Information Management, OB & Communications) (Seoul, South, Korea)

**Summer Semester** **Summer, 2015**

1. New Paradigm of Sustainability: Equality and Collaboration” Innovation, Ethics, and Entrepreneurship. South Korea
2. The Rise of East Asia: Conflict and Cooperation in Changing the World.

PROJECTS

DT Global Inc. USAID Project **Dec, 2019 – Dec, 2021**

**Liaison & Communication Officer** Afghanistan Urban Water and Sanitation (AUWS Project)

Ministry of Communications and IT (MCIT) **May, 2017 – April, 2019**

**Project Manager** HOSA – Mobile Service Delivery Platform (MSDP) (WB Funded)

Ministry of Communications and IT (MCIT) **May, 2016 – April, 2019**

**Programme Manager** ICT Skills Development Programme (WB, ADB & USAID)

Ministry of Communications and IT (MCIT) **Sep, 2016 – Mar, 2017**

**Program Manager** E-Government Training and Research LAB (WB & Government)

Ministry of Communications and IT (MCIT) **Sep, 2016 – Mar, 2017**

**Project Manager** *Data Center Stabilization*(Upgrading the data center to world standards and frameworks)

CERTIFICATIONS & TRAININGS

**Geneva, Switzerland March, 2019**

Seminar on Information Management & Big Data, ITU Study Group 8

**Wuhan Research Institute (WRI) July, 2018**

Training and Seminar on Construction of Information Highway Network **WUHAN, CHINA**

**ASIA Pacific Telecommunity (APT) June, 2017**

Big Bang Digital Thailand: Seminar Based on Smart Cities and E-Government **BANGKOK, Thailand**

**Microsoft Project Certification June, 2017**

MICROSOFT

**Google Analytics 4 April, 2022**

Google / LinkedIn (Certification)

**Strategic Planning Foundation April, 2022**

Google / LinkedIn (Certification)

TEACHING & PUBLIC SPEAKING

Able to communicate effectively with a wide range of people, by showing interest and carefully listening to their needs as well as Strong presentation and demonstrating skills; Confident, articulate and professional speaking abilities. This is supported by the teaching experience I have in Korea and Kabul).

**Lecturer (MBA/MPA)**  **Sep, 2015 — Present**

Kabul University and SWISS UMEF & Dunya University (Public Policy, Administration & Management)

**Faculty Dean & Lecturer (MBA/MCS) Sep, 2016 – Aug, 2019**

Bakhtar University (Information Management & Communication Studies)

CAREER AWARDS

1. AIMS NGO, Awarded and became the Chief Executive Officer **April, 2019**
2. Full Scholarship Awarded for M.S./GMPA – (U.S. and Korea) **July, 2014**
3. Best Dissertation Award from Professor (Supervisor) **July, 2015**

OTHER KNOWLEDGE

**Technical Skills:** Java C/C++ Python, HTML, CSS, MYSQL, Oracle DB, & Excel, Android, SPSS & Power BI

**Trainings & Certificates:** Seminars attended **(**GENEVA, WUHAN, BANGKOK) and (Microsoft Project Certification)

**Linguistic Abilities:** English (Full Proficiency), Pashto & Dari (Native), Arabic (Basic)