

Profile:

I am a self-motivated team player with diverse experience in Syria, gained through my current and previous roles. My expertise spans Asset Management, Procurement, Contracting, Programming, ICT, Supply Chain, Data Collection / Management and Visualization, in addition to Personal Data Protection & Privacy. This has equipped me with the necessary skills to develop various competencies in maintaining program projects and activities, ICT operations, management services, flexibility, communication, and teamwork to ensure mission success.

I am fluent in two UN languages Arabic and English.

Contact Details:

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Languages:

Arabic: MT
 English: C1
 Russian: A2

Experience

11/2019 – to date

UNWFP- World Food Programme

IT Operations Assistance – CBT

- Support the implementation of the Cash-based-Transfer (CBT) Assistance Programme under the Humanitarian Programming. Support the CBT Team in the use of WFP's SCOPE system.
- Assist in upholding the information Management System (IMS).
- Participate in collection, and analysis of beneficiaries' data.
- Generate analytical reports & visualization.
- Support CBT / Programme activities by responding to any critical emergency situations (e.g. latest happened earthquake).
- Assist in the development / implementation of Programme activities.
- Participate in preparing accurate lists of beneficiaries for different types of assistance.
- Maintain relationships with Partners / Retailers / Staff to facilitate the implementation of Programme projects.
- Support CO in the designing processing of new Programme activities.
- Training CPs / Retailers / Staff on the importance of beneficiaries' data protection.
- Cooperate with the Digital Assistance Service (DAS) team to solve CBT issues and support emergency food assistance programming.
- Provide technical support for beneficiary registrations, distributions, redemptions, and reconciliations for all delivery mechanisms.
- Keep an up-to-date inventory stock check to ensure sufficient equipment for Programme implementation.
- Be the main point of contact for ICT-related service requests, incidents, and problems.
- Responding to any specific request / support needed from all parties,
- Support implementation ongoing Programme activities & Projects.
- Support the capacity building initiatives for Cooperating Partners and WFP Staff on Programme / CBT activities.
- Conduct physical inventory count of all IT equipment assigned to retailers / CPs / WFP Staff. Managing all ICT assets records in GEMS (Global Equipment Management System).
- Field office GEMS Focal point.
- Oversee the inventory of ICT equipment and update the information database.
- Conduct onboarding training and on-the-job coaching for Cooperating Partners (CPs) staff and retailers to use the system effectively and ensure delivery of Scope registration sets or withdrawal. Ensure returning Scope Redemption/ Registration sets and other assets.
- Perform testing of hardware and software including identification of problems, to contribute to the effective functioning of Programme projects.
- Deliver training on the CBT applications / activities.
- Provide support and training on WFP methodologies tools / New Programme interface (e.g. Odk, IDM and other).
- Coordinate efforts to address IDM challenges.
- Ensured diligent follow-up on field findings and verified the implementations of resolutions.
- Coordination with CO DAS team to provide feedback on way of improving monitoring tools.
- Testing the new release of CBT applications before it's rolled out.
- Oversee the work of CPs and provide technical support through remote support and regular field visits.
- Conduct Micro IT Assessment. Report records and findings with recommendations. Assist in running different types of ICT assessments.
- Providing support for implementing and expanding the Financial Service Provider (FSP).
- Manage all ICT handover and loaned forms to staff, CPs, and retailers.
- Maintains accurate entry information for ICT equipment. Managing the lifecycle of IT assets, from procurement to disposal.
- Customer and communication services, and capability to understand and convey clear message.
- As a member of the Gender/Protection/PSEA team. Adhere to WFPs Personal Data Protection and Privacy (PDPP) guidelines in every part of the data flow process.

- Participate in many warehouse activities (dispatching commodities/ physical inventory ...etc.)
- Provide technical support to all staff in the office ensuring equipment is fully operational.
- Ensure electronic files are properly maintained and the office intranet is kept current.
- Troubleshooting window users' problems.
- Support coordination of new technology implementation.

01/2000 – 10/2019

AFPC - Al Furat Petroleum Company

1- IT Team Leader & Section Head

- Head of IT Team for Building Technical Study center including six integrated petroleum engineering teams. Oversee technology infrastructures and operations, ensuring the processes adhere to the company policies and regulations.
- Manage all IT activities related to PCs / Servers/ Workstations / Printers / Scanner and Movable Virtual Reality Systems (UNIX / Windows environments).
- Prepared and managed many subsurface technical software and hardware contracts.
- Led a team of IT staff by building capacities and providing training including designing training programs and workshops for staff.
- Monitor inventory stock level regularly and inform concerned department for planning purposes.
- Obtained an excellent understanding of company business / IT requirements using comprehensive solutions including installations of system applications.
- Managed large volumes of data. (Analyzed / Solved Technical Problems).
- Assisted the company's IT Strategy.
- Project Manager for Implementing Disaster Recovery Plan. Participated in the Physical Count exercise for all company assets.
- Supported technical audits section to advise the Business Continuity Committee. Participated in the preparations of the disaster recovery contingency plan. Including the preparations of the annual budget business plan / quarterly performance report and SOP continues plan.
- Ensure high HSE standards are maintained.
- Been responsible for IT functions inclusive of planning to deliver objectives. The setting of service level targets; analysis of data to inform decision-making and continual Service Improvement measures.
- Implemented security software and tools to ensure maximum security from outside threats, installed and maintained software updates periodically.
- Significantly contribute to the strategy for budgetary control of services, including where applicable, charging IT resources and services; tracks actual costs against predicted costs.
- Built a Technical Store for storing Petroleum engineering data on different types of Magnetic tapes and format . Contributed significantly to contract development and negotiation with third-party suppliers.
- Coordinated the preparation of proposals for substantial changes, including both technical and commercial assessments. Responsible for ensuring that all changes within the area of responsibility are carried out under the ICT change process.
- Analyzed incidents and determined trends, initiating preventive action, to minimize the likelihood of recurrence. Ensuring data quality & integrity.
- Ensure proper procedures are in place to recover the delivery of services in the event of a major incident. Back up, validate, and restore systems and data.
- Asset management for all IT equipment. Conduct regular maintenance for IT assets.
- Applied the latest techniques, standards, methods, and procedures to maximize IT and other resources' efficiency and minimize maintenance cost exposure.

2- Logistic / Procurement / Supply Chain /Contracting

- Managed logistics operations, including logistics assets. Provided and analyzed Information and other task-related performance data for procurement. Follow up with supplier on deliveries.
- **Managed contracts with external vendors, ensuring timely updates and renewals.**
- Participate in the evaluation of received proposals.
- Look for new business opportunities by initiating contact with new business leads/suppliers. Conducted market assessment for purchasing new products.
- Carry out administrative procurement tasks effectively to assist staff in acquiring goods /services, ensuring smooth field operation.
- Ensure responsible procurement practices meet company objectives and compliance requirements. Preparing many materials requestions (PRs) to request materials/goods/services. Managing and following purchase orders (POs) for required services. Estimate and establish cost parameters and budgets for purchases.
- Ensure effective logistics vendor management Reviewed and Analyzed information from Sales Managers Work closely with Quality Control for contract administration.
- Provide regular reports to the direct supervisor and head of the department.
- Contract preparation from A to Z including any Termination/Extension/Amendment to the Operational ones.
- Monitoring and participating in warehouse activities.
- Create and maintain good relationships with vendors/suppliers/third-party service providers.
- Make professional decisions in a fast-paced environment.
- Managing, monitoring, and storing various types of documents that are important for contractual relationships between

companies.

- Maintain records of purchases, pricing, and other important data (e.g. Invoices reconciliation).
- Study local /external markets by gathering information about the local /external suppliers and manufacturers.
- Budget focal point (preparation/monitoring & revision). Supporting Payment Reconciliation.
- Respond to various technical questions from Suppliers in a timely official manner.
- Carried out administrative Duties such as providing timely and accurate services to clients, supporting financials, and supporting department services.

Education /Certification:

- University of Damascus, Faculty of Electronic Engineering
Bachelor's Degree class of 1990
Damascus, Syria
- ITIL certification
PeopleCert

Competencies / Skills:

Teamwork & Team Management.
Analytical Thinking.
Data Management & Analysis.
Capacity & attitude to learn quickly.

Planning Development.
Inventory Management.
Negotiation skills.
Data visualization skills.

Risk Management.
Decision Maker & Motivator.
Communication skills.
Excellent IT Skills.