

# IQRA RAMZAN

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## Professional Summary

Dedicated, ambitious, and service-oriented professional specializing in **Governance and Public Policy**, with a solid academic foundation in **Political Science, Public Administration, and Urdu Literature**. Skilled in stakeholder coordination, academic program management, and public sector communication. Experienced in education sector roles, research assistance, and organizational leadership.

Currently pursuing an **MPhil in Governance and Public Policy** from **National Defence University (NDU)**, Islamabad, with a deep interest in the intersection of technology and governance, particularly in **digital transformation, institutional reforms, and evidence-based policymaking**.

Keen to contribute to policy innovation, public sector modernization, and socio-political development in Pakistan through inclusive, research-driven, and results-oriented approaches.

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## Core Competencies & Skills

- ✦ Public Policy Research & Analysis
- ✦ Governance Models & Institutional Development
- ✦ Educational & Program Coordination
- ✦ Stakeholder Engagement & Public Communication

- ♦ Digital Governance Tools & E-Service Delivery
  - ♦ Event Planning & Team Leadership
  - ♦ Strategic Planning & Organizational Skills
  - ♦ Data Handling, Report Writing, & Research Documentation
  - ♦ Budgeting, Monitoring & Evaluation
  - ♦ Classroom & Learning Environment Management
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## Professional Experience

### Shadow Teacher

#### Red Maple Montessori School, Islamabad

*February 2025 – July 2025*

- Support neurodiversity and special needs students through personalized educational plans.
  - Collaborate with lead educators and therapists to create inclusive classrooms.
  - Adapt curriculum and communication techniques for diverse learning abilities.
  - Maintain behavioral observations and progress reports for administrative use.
  - Promote holistic development in line with Montessori teaching methods.
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### Program Officer

#### Springfield Public School, Harley Street, Rawalpindi

*February 2023 – January 2024*

- Coordinated academic and co-curricular programs across the school.
- Developed timetables, activity calendars, and managed teacher-parent communication.

- Supervised examination processes, grading systems, and inter-school events.
  - Organized awareness sessions, career counseling talks, and school exhibitions.
  - Managed internal documentation, budgeting for programs, and external reporting.
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## **Educator Intern (Primary Level)**

### **Springfield Public School, Harley Street, Rawalpindi**

*January 2022 – January 2023*

- Delivered classroom lessons aligned with national curriculum standards.
  - Developed activity-based learning plans to improve student engagement.
  - Assisted in assessments, parent meetings, and student performance reviews.
  - Introduced basic civic concepts and social awareness in early learners.
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## **Educator Intern**

### **School of Science and Technology, Rawalpindi**

*August 2020 – January 2021*

- Contributed to lesson planning and visual learning material.
  - Promoted soft skills among students including teamwork, communication, and respect.
  - Conducted quizzes, group activities, and motivational sessions for learners.
  - Gained firsthand experience in early education pedagogy and class environment handling.
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## **Education**

 **MPhil in Governance and Public Policy**

## **National Defence University (NDU), Islamabad**

*September 2024 – Present*

- Focus areas: Development Governance, Policy Analysis, Institutional Reforms
  - Research interest: Digital Transformation in Public Sector Service Delivery
  - Participated in seminars on Pakistan's Governance Challenges and Institutional Performance
  - Member: Academic Policy Research Circle, NDU
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## **🎓 BSc (Hons) Political Science**

### **Rawalpindi Women University, Rawalpindi**

*2021 – 2023*

- Organizer: *1st International Conference on Political Development at RWU*
  - Winner: *1st Position in English Essay Competition – Rawalpindi Talent Expo 2022*
  - Sports & Culture: Member of Volleyball Team, Intercollegiate Events, Bait Bazi Competitions
  - Coursework: Comparative Politics, Public Administration, South Asian Political Systems
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## **🎓 BA – Political Science & Urdu Literature**

### **University of the Punjab ( F.G Post Graduate College for Women, Kashmir Road, Rawalpindi )**

*2018 – 2021*

- Specialized in political ideologies, literary criticism, and governance structures.
  - Projects: “Role of Local Governance in Women's Empowerment” | “Symbolism in Urdu Poetry and National Identity”
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## Research Interests

- Public Sector Reform in South Asia
  - E-Governance and Smart Government Models
  - Digital Transformation of Service Delivery
  - Role of Big Data and AI in Public Administration
  - Gender & Governance in Developing Countries
  - Evidence-Based Policymaking for Inclusive Development
  - Civil Service Reforms and Performance Management with macro-economics
  - Fiscal Federalism and Local Government Accountability
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## Certifications & Trainings

- **Introduction to Digital Governance** – Coursera (*In Progress*)
  - **Policy Advocacy and Strategic Communication** – RWU Workshop, 2022
  - **Public Speaking & Communication Excellence** – British Council, 2021
  - **Basics of SPSS for Social Research** – Internal University Training
  - **Microsoft Office Productivity Tools (Word, Excel, PowerPoint)**
  - **Workshop on E-Government Practices** – (Upcoming at NDU)
  - **English Essay Writing Competition (1<sup>st</sup>)**
  - **Runner-up in Volley ball, badminton, net-ball, table tennis**
  - **SEO Course** – Coursera (*In Progress*)
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## Awards & Achievements

🏆 Winner – *English Essay Writing Competition*, Rawalpindi Talent Expo 2022

🗨 Organizer – *1st International Academic Conference on Political Science*, RWU

- Best Performer – *School Event Coordination*, Springfield Public School
  - ⌘ Recognition Certificate – *Inclusive Teaching Practice*, Red Maple Montessori
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## Professional Development

- Attending regular seminars on *Public Financial Management* and *Federalism* at NDU
  - Participated in multiple university-led policy simulations and model governance exercises
  - Member, “Young Researchers Forum” for governance and social policy
  - Contributed to panel discussions on *Youth and Political Literacy*
  - Wrote unpublished essays on *Local Government Gaps in Punjab* and *Why Bureaucracy Needs Reform in Pakistan*
  - Attended seminar on qualitative and quantitative method of research by HEC - NDU
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## Languages

- **English** – Advanced (Academic, Written & Oral Communication)
- **Urdu** – Native (Fluent)