



Umer Iqbal

ID: 33303-6950279-3 **Nationality:** Pakistani

Phone number: (+92) 3071601010

Email address: umeriqbalft@gmail.com

Home: G13 / 4, 44000 Islamabad (Pakistan)

ABOUT ME

I lead efforts to maintain and elevate **quality standards** in line with higher education authority guidelines. My expertise lies in educational quality management, **audits conduction**, project management, **data analysis**, reporting & fostering continuous **process improvement** in education sector.

WORK EXPERIENCE

 **Higher Education Commission** – Islamabad, Pakistan

Assistant Program Specialist

[26/11/2024 – 30/06/2025]

- Worked in a **World Bank project** named "Higher Education Development in Pakistan - HEDP".
- Managed the LSAT (Learning Skills Assessment Test) activity at national level.
- Coordinated with different departments of HEC, i.e. Audit Department, Global Engagement Department & Finance Division.
- Organized a 3 days international conference named "PSARCHE 2025"
- Assisted in establishment of QECACs and QECs in universities and affiliated colleges.
- Assisted in establishment of Internship offices and effective implementation of Internship and Career Framework in universities and affiliated colleges.
- Performed a variety of standard tasks related to result management including screening, collection of project data, dissemination of information etc.
- Worked with external and internal stakeholders to ensure that the project remains on track.

 **Superior University** – Lahore, Pakistan

Assistant Director Quality Enhancement Cell

[10/10/2023 – 11/11/2024]

- Conducted different types of **Feedbacks & Assessments** including Teaching methodology feedback, Graduating students feedback, Alumni feedback, Employer feedback & CLO based feedback.
- Prepared **final reports** of all above feedbacks & provided summary to Rector & Registrar offices.
- Conducted **academic audits** at main campus as well as sub campuses of the university.
- Assisted my QEC team in data collection and data filing for international **rankings, accreditations & United Nations SDGs rankings**.
- Implemented quality assurance practices & compliance with the guidelines provided by higher education authorities.
- Ensured SARs (Self-Assessment Reports) are prepared by the academic programs and all relevant departments following the HEC requirements and guidelines.
- Assisted Deputy director QEC in smooth conduction of PGPR.
- Coordinated audit visits by the HEC, QAA, and other accreditation bodies.

 **University of veterinary & animal sciences - UVAS** – Lahore, Pakistan

Training Coordinator

[16/10/2022 – 30/06/2023]

- Managed extensive training programs by future planning of training schedules & protocols.
- Involved in arrangement of high-class trainers & communication with training participants.
- Did documentation of soft as well as hard files & controlled record keeping process.
- Gained a vast exposure of project management & collaborated with top multinational organizations.

 **Marhaba Group of Companies** – Lahore, Pakistan

Quality Assurance Officer

[17/05/2021 – 08/07/2022]

- Supervised & implemented quality parameters to company products.
- Maintained documentation records including BMRs/BPRs.
- Conducted internal audits against ISO & GMP standards.

EDUCATION AND TRAINING

MS Total Quality Management

University of the Punjab [04/10/2021 – 11/12/2023]

City: Lahore | Country: Pakistan | Website: www.pu.edu.pk

LANGUAGE SKILLS

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION B2

SPOKEN INTERACTION B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

SKILLS

Quality Assurance / Training & Development / Continuous improvement / Microsoft Office / Project Management / Strategic Planning / Time Management

CERTIFICATIONS

[GITCHIA Certifications, 10/12/2021]

ISO 9001 : 2015 (QMS)