

# ZEESHAN SHAUKAT

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## Executive Profile:

Dynamic academic governance and quality assurance professional bringing nearly 10 years of progressive experience in registrar office operations, higher education administration and institutional quality enhancement across multi-campus academic and development-sector environments. Adept at developing academic governance structures, statutory committees' coordination, human resource management, Outcome-Based Education (OBE), accreditation compliance and continuous quality improvement systems. Proven ability to manage end-to-end academic processes including admissions, registration, examinations, records, HR coordination and faculty development while supporting senior leadership through structured reporting, governance documentation and decision support. Strong capability in designing and implementing quality assurance frameworks, performance monitoring tools and process optimization mechanisms that enhance institutional effectiveness, transparency and academic standards through structured, data-driven administration.

## Professional Experience:

### I. Head of Programs (Quality & Enhancement)

Jan 2025 - Mar 2026

*(RS Welfare Foundation/ Ramal International College, Zafarwal)*

- Served as Member and Focal Person of the Steering Committee, Ramal International University Zafarwal, since May 2025.
- Served as member Quality Enhancement board, RS Welfare Foundation/Ramal International College & Cambridge School since March 2025.
- Served as member Selection Committee, RS Welfare Foundation since February 2025.
- Served as Member Academic Council Ramal International College & Cambridge School since July 2025.
- Led enterprise-level capability needs assessments across academic and administrative functions, identifying performance gaps and designing targeted interventions aligned with institutional goals.
- Provided executive support to senior leadership through preparation of briefing notes, governance reports, presentations and strategic recommendations.
- Established the Educational Quality & Enhancement Department from scratch, developing institutional quality frameworks aligned with Outcome based Education covering learners, curriculum, teachers, assessment and professional development.
- Coordinated preparation of agendas, working papers, minutes of meetings and action-tracking reports for statutory and management committees.
- Drafted and issued official notifications, circulars, policy directives, committee communications and administrative orders on behalf of BoDs.
- Strengthened institutional capacity of school leadership, teachers and administrative staff by organizing 10 high-impact Faculty Development Workshops as Chief Organizer, engaging professors, registrars, education quality experts and leadership specialists from top universities, social and corporate sectors.
- Collaborated with senior leadership and subject matter experts to translate complex academic processes into practical training content and job aids.
- Initiated operations of the **Ramal Excellence Centre** in partnership with Enablers and other strategic stakeholders, promoting IT skill development, entrepreneurship and youth empowerment in the district.

- Led the formulation and implementation of administrative policies covering HR, student affairs, academic operations, and organizational governance.
- Developed data-driven frameworks, learning tools, monitoring systems, including learning assessments, teacher observation tools and performance scorecards to track literacy, numeracy and learning outcomes.
- Managed institutional partnerships and Memoranda of Understanding (MoUs) with academic, corporate, government and development-sector stakeholders.
- Launched the Heroes Project under Ramal International College for the social inclusion and education of underprivileged children, fostering equitable access and community empowerment.
- End to end program leadership for multi-phase INGO-funded projects focusing on child protection, disaster management and climate change from project proposals to the project life cycle management.
- Providing strategic supervision and operational leadership across all Foundation projects including Adopted Schools, Women Skill Development Centers, Ramal International College, and Ramal Cambridge School, Ramal Excellence Centre, ensuring performance, compliance and impact delivery.

## II. Deputy Registrar HR

Mar 2023 - Jan 2025

### *Grand Asian University, Sialkot*

- Organizer for the **1<sup>st</sup> international conference on climate change** and received appreciation certificate.
- Manage recruiting, hiring and onboarding including talent needs, writing job description, job advertisement, talent sourcing, resumes screening, conducting interviews, offer sharing, onboarding, contracts and performance management for the Grand Asian University Sialkot and assist in recruitment of the whole Islam group of Companies (Islam Medical & Dental College Sialkot, Islam Pharmaceuticals Sialkot, New Life Hospital Sialkot, Islam Central Hospital Sialkot, M. Islam Medical College Sialkot).
- Member and Focal person from HR department for the first selection board of the Grand Asian University, including agenda working papers, minutes, sourcing, screening, interview coordination and end to end management of all the proceedings of selection board.
- Provided end-to-end secretarial and administrative support for the first Search Committee, including candidate sourcing, screening, scheduling, stakeholder coordination, agenda preparation and MoMs.
- Supervise employee attendance, leave management, payroll coordination and HR documentation.
- Prepare and circulate HR reports, agenda working papers, official correspondence, minutes of meetings (MoMs) and official departmental notifications.
- Supervise employee relations, grievance handling, disciplinary procedures and workplace compliance.
- Collaborated with senior leadership to drive organizational development initiatives and continuous learning culture.
- Coordinated disciplinary proceedings, employee grievances, and conflict resolution in accordance with due process and institutional regulations.
- Liaise with academic departments, university leadership and regulatory bodies for effective coordination.
- Supervise digital documentation systems, HR databases and institutional management software operations.
- Coordinate orientation programs, staff training, and professional development initiatives.
- Support accreditation, audit, compliance requirements and registrar office operations.
- Contributed to institutional governance by supporting HR-related agenda items for Boards, Councils and Committees.
- Developed, revised, and implemented HR policies, service statutes and employee handbooks in alignment with institutional governance standards.

### **III. Program Coordinator OBE & QA**

**Jan 2020 - Feb 2023**

#### ***Namal University Mianwali***

- Coordinate with academic leadership and Namal Executive Development Cell to identify learning/training needs and improve program delivery effectiveness to enhance student and staff capability.
- Coordinate student admissions, registration, enrollment, academic records and transcript management.
- Lead and oversee Outcome-Based Education (OBE) implementation across academic programs.
- Coordinate effective alignment of CLOs, PLOs, and PEOs with institutional academic goals.
- Develop and monitor Bloom's Taxonomy-based assessment and evaluation frameworks.
- Supervise preparation, review, and submission of SARs (Self-Assessment Reports) for accreditation compliance.
- Manage QOBE (Quality Outcome-Based Education) software for academic quality monitoring and reporting.
- Conduct CQI (Continuous Quality Improvement) loop analysis and prepare improvement action plans.
- Liaise with faculty, departments and academic leadership for smooth OBE execution and coordination.
- Monitor assessment mapping, attainment calculations and learning outcome evaluation processes.
- Facilitate accreditation documentation and compliance with national and international quality standards.
- Coordinate student registration, academic advising and student support service operations.
- Provide career coaching, mentorship and professional development guidance to students.
- Strengthen industry-academia linkages through partnerships, placement coordination, and stakeholder engagement.
- Prepare academic reports, agenda working papers, official correspondence, minutes of meetings (MoMs) and official departmental notifications.
- Support Monitoring & Evaluation (M&E) activities for institutional performance and quality assurance.
- Daily support to faculty and staff for implementation of OBE, Bloom's Taxonomy, Rubrics and CQI practices, course material & outline preparations aligned with OBE.
- Ensure timely collection, analysis and presentation of academic and quality assurance data.
- Coordinate interdepartmental communication for academic planning and operational excellence.
- Develop student engagement initiatives promoting leadership, employability and academic success.
- Maintain accurate academic records, compliance documentation, and quality assurance archives.
- Contribution in successful implementation of the performance appraisal system and citizenship surveys.
- Coordinate preparation, monitoring and implementation of various policies e.g. leaves and time off, use of technology, work travel, health, safety and security for students' and staff.
- Coordinate academic scheduling, examination operations, degree award and registrar office activities.

### **IV. Sr. Officer Implementation, Coordination & Compliance**

**Sept 2016 - Dec 2019**

#### ***Islam Group of Companies, Sialkot***

- Coordinated academic, administrative and operational activities across Group institutions (Engineering, Law, Management Sciences, Pharmacy, Medical and Dental)
- Facilitated meetings of Boards, Academic Councils, statutory committees and governing bodies.
- Liaise with academic leadership, department heads and administrative offices to follow up action plans.
- Ensure all institutional processes, documentation and workflows remain active, updated and compliant.
- Monitor academic administration processes including admissions, registration, examinations, student

records and surveys.

- Ensure timely provision and verification of degrees, transcripts, official records and institutional databases.
- Coordinate documentation readiness for accreditation visits, audits, inspections and regulatory evaluations.
- Communicate and track sustainability performance indicators, monitoring systems, operational reports and institutional compliance status.
- Ensure proper execution of Quality Assurance, CQI and Monitoring & Evaluation (M&E) frameworks.
- Coordinate HR, finance, procurement and administrative operations for procedural compliance and effectiveness.
- Supervise institutional correspondence, documentation flow, agendas and minutes of meetings (MoMs).
- Ensured institutional compliance with accreditation, regulatory and affiliating body requirements.
- Drafted and issued official circulars, notifications, office orders and academic communications.
- Prepared agendas, working papers and briefing documents for statutory and academic meetings.
- Recorded, compiled, and circulated minutes of meetings for Boards, Academic Council and committees.
- Prepared institutional statistics reports, compliance summaries, progress dashboards and academic performance analysis for higher management reviews.

## **International Development Projects:**

### **Project Manager (Relief Assistance to Flood Affected Families -2719-06 ADH)**

***(RS Welfare Foundation/ Malteser International/Aktion Deutschland Hilft)***

***Oct 2025- Dec 2025***

- Led the end-to-end management of flood relief operations, funded by Aktion Deutschland Hilft in partnership with Malteser International (MI), delivering life-saving assistance to 340 households within emergency timelines by targeting vulnerable families in Tehsil Zafarwal, District Narowal.
- Conducted rapid needs and capability assessments for field teams and partners to ensure effective humanitarian response delivery.
- Designed and implemented on-ground training, orientation and operational guidelines for multidisciplinary teams to enhance execution quality.
- Managed project budgets, procurement, grants and compliance requirements to ensure effective use of donor funds.
- Coordinated multi-stakeholder engagement with donors, government authorities, partners and communities to ensure alignment and compliance.
- Supervised multidisciplinary team (HR, Finance, Field, MEAL, Logistics, Partner Coordination Unit) ensuring effective performance management, safeguarding and duty of care.
- Strengthened team performance through structured coordination, feedback loops and continuous improvement mechanisms.
- Timely delivered detailed monthly progress reports and final narrative report for MI and ADH, providing data-driven performance insights and lessons learned, informing future program design.

## Education:

|                              |                                                  |           |
|------------------------------|--------------------------------------------------|-----------|
| • BSc Electrical Engineering | University of Engineering and Technology, Lahore | 2012-2016 |
| • F. Sc Pre Engineering      | Punjab College for Boys, Sialkot                 | 2010-2012 |
| • Matriculation              | BISE Gujranwala                                  | 2008-2010 |

## Certifications:

- **[Coursera\_ RICE University, USA]**  
Engineering Project Management: Scope, Time and Cost Management.
- **[Coursera\_ RICE University, USA]**  
Engineering Project Management: Risk, Quality, Teams and Procurement.
- **[Coursera\_ University of Minnesota]**  
Preparing to Manage Human Resources
- **[Coursera\_ University of Minnesota]**  
Recruiting, Hiring and Onboarding Employees
- **[Coursera\_ University of Minnesota]**  
Managing Employee Performance
- **[Coursera\_ University of Minnesota]**  
Managing Employee Compensation
- **[Coursera\_ DeepLearning.AI]**  
Artificial Intelligence for Everyone

## Workshops/Training:

- **Chief Organizer** for the Workshop “Emotional Intelligence for Faculty Members” under Human Capital Development Program by RS Welfare Foundation.
- **Chief Organizer** for the Workshop “Leadership skills for Academic Professionals: Influencing with Integrity” under Human Capital Development Program by RS Welfare Foundation.
- **Chief Organizer** for the Workshop “Food, Mood, Wellbeing, Dynamic Learning, Quality of Work Life and Education Management Skills” under Human Capital Development Program by RS Welfare Foundation.
- **Session Chair & Trainer** for the workshop “Outcome Based Education” under FDP at Imran Idrees College of Pharmacy.
- **Session Chair & Trainer** for the workshop “Application of Blooms Taxonomy for developing Course Learning Outcomes (CLOs) and Program learning Outcomes (PLOs)” under FDP at Imran Idrees College of Pharmacy.
- **Session Chair & Trainer** for the workshop “Mapping of Course Learning Outcomes (CLOs) to Program learning Outcomes (PLOs) and Program learning Outcomes (PLOs) to Program Educational Objectives (PEOs) and PEOs to Organizational Vision & Mission” under FDP at Imran Idrees College of Pharmacy.
- “1<sup>st</sup> International Conference on Climate Change” Appreciation certificate as an **Organizer** by GAUS.

- “Responsible Leadership” by Unicaf.
- “Development of Technical Team & Execution of a Project” under PEC supervision.
- “Modern Engineering Optimization Techniques” under PEC supervision.
- “The Art and Science of Teaching” conducted at Namal Institute, Mianwali.
- “Meeting the Energy Challenges in Pakistan” by IEEEEP.

### **Computer/Software Skills:**

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|---------------------|---------|----------|------------|-------------------|
| • ERP               | • Excel | • HRIS   | • LMS      | • MATLAB          |
| • Power Point       | • Email | • Zoom   | • Power BI | • Microsoft Teams |
| • Microsoft Project | • Docs  | • Sheets | • CMS      | • Google Forms    |

### **Interpersonal Skills:**

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|-------------------------------------------|------------------------------|
| • Leadership & People Management          | • Analytical Problem Solving |
| • Strategic Communication                 | • Emotional Intelligence     |
| • Cross Functional Collaboration          | • Executive Coordination     |
| • Training, Mentoring & Capacity Building | • Community Engagement       |
| • Adaptability & Change Management        | • Professional Networking    |