

Naima Shehzadi

ASSISTANT MANAGER

INSTITUTIONAL QUALITY ASSESSMENT AND ENHANCEMENT (IQAE)

NATIONAL UNIVERSITY OF COMPUTER AND EMERGING SCIENCES-FAST, LAHORE (NUCES)

PROFILE

Quality assurance professional with over seven years of experience in academic administration and higher education. Currently serving as Assistant Manager IQAE at FAST Lahore, supporting quality assurance processes, accreditation activities, and academic surveys. Previously worked as Senior Officer at UMT, managing academic operations, reporting, and program coordination. Skilled in OBE implementation, documentation, and institutional quality enhancement.

Employment History

ASSISTANT MANAGER AT NATIONAL UNIVERSITY OF
COMPUTER AND EMERGING SCIENCES-FAST, LAHORE
FEBRUARY 2026-PRESENT

- Assisting in the planning and execution of quality assurance activities such as Self-Assessment Reports (SAR), Program Review for Effectiveness and Enhancement (PREE), and accreditation-related processes in compliance with HEC and QAA requirements.
- Coordinating with academic departments, program teams, and administrative units to ensure timely submission and accuracy of quality assurance documentation.
- Maintaining organized records and databases related to academic quality assurance and institutional performance indicators.
- Facilitating surveys including student feedback, faculty feedback, alumni surveys, and employer surveys, and assisting in the analysis and reporting of results for quality improvement.
- Supporting the organization of workshops, training sessions, and awareness activities related to quality assurance and academic standards.
- Assisting in the preparation of reports and official correspondence related to QEC activities.
- Monitoring progress on corrective actions and improvement plans identified through quality assurance processes.
- Providing administrative and technical support for accreditation visits and external reviews.
- Ensuring effective communication between QEC and academic departments to promote a culture of continuous quality enhancement.

DETAILS

House no. 1376 Street No. 6 Nisar Colony Faisalabad

Phone No. 03007697906

EMAIL: naima.akram@gmail.com

LINKEDIN:

<https://www.linkedin.com/in/naima-shehzadi-7304511>

EXPERT IN

- **Academic Quality Assurance (QEC / IQAE)**
- **Self-Assessment Reports (SAR) and PREE Documentation**
- **Accreditation and Compliance (HEC / QAA Requirements)**
- **Academic Program Review and Documentation**
- **Academic Surveys and Data Analysis**
- **Institutional Performance Reporting**
- **Outcome-Based Education (OBE) Implementation**
- **Academic Administration and Coordination**
- **ERP and Academic Information Systems**
- **Report Writing and Documentation**
- **Networking & Social Media Marketing**
- **Workshop and Training organization**
- **seminars/webinars,**
- **Website Analysis**
- **Curriculum and Faculty Course Load Management**
- **Policy Implementation and Process Improvement**

SKILLS

- Critical Thinking & Problem Solving
Excellent
- Team Building
Very Good
- Interpersonal Communication
Very Good
- Excellent communication abilities
Very Good
- Hard working and self-motivated
Excellent
- Adaptability
Excellent

SENIOR OFFICER AT UNIVERSITY OF MANAGEMENT AND TECHNOLOGY, LAHORE
OCTOBER 2019-FEBRUARY 2026

- Look after the daily administrative affairs of the department and manage department website.
- Prepare Annual Progress Reports, Curriculum, Time Table and Faculty Course Load every semester for Department.
- Prepare Quarterly Review Reports and Annual Budget of the department.
- Arrange departmental meetings, seminars, workshops and any other assignment assigned by Program Director and Chairperson of the Department.
- Coordinate and expedite matters with other departments like Examination, Registrar, Admission and Relative Program departments.
- Managing MS & PhD Programs, oversees research works according to policy as well as maintain record of students.
- Coordinate and provide administrative support to faculty members regarding any issue.
- Manage incoming applications and documentation by following internal procedures for the confidential management.
- Providing course allocation in conjunction with the faculty office
- Conducted performance evaluations, compensations and hiring to maintain appropriate staffing requirements.
- Coordinated with Departments/Schools management to ensure communication is clear through effective internal and external communication.

Provide ongoing administrative support to senior executives, driving organizational success through the management of daily operations and special projects.

SENIOR SCHOOL COORDINATOR AT THE SAVVY SCHOOL (TSS) -FAISALABAD
MARCH 2018- AUGUST 2018

- Planned and implemented staff development and in-service training programs to enhance knowledge and skills.
 - Facilitated development of program structure within classrooms to formulate and implement targeted goals.
 - Organized and allocated resources required to meet needs of students and instructors.
 - Maintained program files, records, databases and websites to gather research and prepare and submit quarterly and annual reports.
 - Developed partnerships with parents, businesses and organizations to build awareness, increase support and share resources.
 - Checked on instructor lessons and communication in order to assess quality of education and assistance offered to students.
 - Scheduled educational activities, faculty lectures and departmental events to drive mission and values of institution.
 - Directed day-to-day operations of education program and supervised support staff to delegate assignments and evaluate performance.
 - Analyzed instructor, student and class trends to make proactive decisions about program operations.
- Designed or used assessments to monitor student learning outcomes.

PRINCIPAL AT SPRIT GRAMMAR SCHOOL SYSTEM, FAISALABAD
SEPTEMBER 2016- FEBRUARY 2018

- Monitored and evaluated educational programs to maintain high-quality performance objectives and standards.
- Instructed small groups of teachers and students.
- Managed all details regarding student discipline.
- Facilitated continued education for teaching staff through implementation of quality curriculum training and appropriation of necessary resources.
- Trained teachers on effective teaching techniques, classroom management strategies and behavior modification.

- Administered personnel policies and procedures for school faculty and staff.
 - Administered standardized tests to evaluate student performance and progress.
 - Coordinated yearly operations and staff budget, tracked expenses and documented actions.
 - Mentored newly hired educators and provided encouragement and feedback.
 - Monitored student behavior and enforced discipline policies.
- Performed classroom evaluations to assess teacher strategies and effectiveness.

EDUCATION

MS QUALITY MANAGEMENT, SUPERIOR UNIVERSITY LAHORE (PIQC)

Thesis Title: Evaluating the effectiveness of OBE system in higher education institutes in Pakistan: a case of students' perspective

NOVEMBER 2016- AUGUST 2019 CGPA

3.91/4.00

MSC COMPUTER SCIENCE, UNIVERSITY OF AGRICULTURE, FAISALABAD

SEPTEMBER 2005- JUNE 2008 CGPA

3.39/4.00

MA SOCIOLOGY, UNIVERSITY OF AGRICULTURE, FAISALABAD

NOVEMBER 2003- AUGUST 2005 CGPA

3.28/4.00

ASSOCIATE OF SCIENCE IN BUSINESS ADMINISTRATION, UNIVERSITY OF PEOPLE (AMERICAN ACCREDITED, ONLINE UNIVERSITY)

November 2023 – April 2026

3.48/4.00

PROFESSIONAL EDUCATION

B. ED (LEADERSHIP AND MANAGEMENT), ALLAMA IQBAL OPEN UNIVERSITY, FAISALABAD

OCTOBER 2016- OCTOBER 2018 1ST

DIVISION

POST GRADUATE DIPLOMA (IT), GOVERNMENT COLLEGE OF TECHNOLOGY, FAISALABAD

JUNE 2009- NOVEMBER 2010 A GRADE

INTERNSHIPS

DATA ANALYST AT QUALITY ENHANCEMENT CELL (QEC) UMT, LAHORE AUGUST 2018-
NOVEMBER 2018

- How to prepare the Yearly Progress Report (YPR) for HEC (QAA).
- How to prepare the Institutional Performance Evaluation (IPE) for HEC.
- How to prepare the Post Graduate Program Review (PGRP) Manuals for HEC.
- How to conduct the student's feedback surveys and Prepare the Reports.
- How to prepare the Self-Assessment Reports (SAR's).
- How to conduct the Seminars, Workshops and Professional Competencies Enhancement Programs.

RESEARCH PUBLICATIONS AND CONFERENCE PAPERS

- Zaman, B., Raza, S. M. M., Iqbal, J., Shehzadi, N., Butt, M. M., & Riaz, M. (2023). Efficient control charting methodology based on Distance Weighted Mean for normal distribution. Natural and Applied Sciences International Journal (NASIJ), 4(1), 1–16. <https://doi.org/10.47264/idea.nasij/4.1.1>
- Siddique, Hafiz Muhammad Abubakar, Aziz, Areesha, Shehzadi, Naima, & Sumaira. (2022). Financial Development, Exports, and Industrial Pollution: Evidence from Lower and Upper Middle-Income Countries. <https://doi.org/10.5281/zenodo.7644260>
- Present a paper in conference (ICBMS 2023) with title; "Effectiveness of Outcome Based Education in Pakistan"
- Present a research paper in conference (icmr-2018-19) with title; "a survey on factor affecting QWL and its impact on performance excellence among nurses and paramedical staff in public hospital of Pakistan" education", Lahore

MAJOR PROJECTS

- Evaluating the effectiveness of OBE system in higher education institutes in Pakistan: a case of students' perspective
- Development of "apparel management system software" for Anum enterprises, Sahiwal, Pakistan
- Role of UPAP in poverty alleviation by providing micro-credit to the poor females of "Kachi Abadies of Faisalabad"
- A case study in Faisalabad city on "social and economic causes of domestic child labor's"
- Pc1 on integrated health care and improved therapy of HCV
- Project charter analyze the data to optimize result of HCV therapy, Punjab

PROFESSIONAL TRAININGS & WORKSHOPS

- Certificate of Completion "Mastering of Quality Management in Education with ISO 21001" from Udemey.
- Certificate of participation to attend the Outcome-based education (OBE) from quality assurance perspective (Continuing professional development program) by AAQIC-UMT
- Certificate of participation to attend the Accessing Wiley journals and publication tips for authors and researchers (HEC)
- Certificate of participation to attend the Author workshop: how to publish in WILEY open access journals (HEC)"
- Certificate of participation to attend the How to start Publishing; Step by Step guide by ORIC-Superior University Lahore
- Certificate of completion of an online non-credit course authorized by the University of California, Irvine, on "High-Impact Business Writing" and offered through Coursera

- Certificate of completion of an online non-credit course authorized by Rutgers the State University of New Jersey offered through Coursera, on “Quality Improvement in Healthcare Organizations” and offered through Coursera
- Certificate of completion of Primavera P6 complete course of project planning 2020 by Udemey
- Certificate of participation in workshop on “Research Capacity Building Workshop on Review Methods: Guidelines for editors and authors using case articles by KRSS-UMT
- Workshop on Service Excellence Mindset by Office of Planning and Development-UMT
- Workshop on Professionalism - meeting the standards that matter in your workplace by CTL-UMT
- Professional development workshop by OHCM-UMT
- Customer care workshop by OHCM-UMT
- Certificate of participation in training on “Reducing Wastes in an Academic Environment” by Office of Planning and Development-UMT
- Certificate of participation in two days training on “Enhancing Work Efficiency and Productivity to Achieve Academic Excellence” by Office of Planning and Development-UMT
- Certificate of Participation in training on “Goal Setting” by Office of Planning and Development-UMT
- Certificate of Participation in training on “Report Writing Using MS Word” by Office of Planning and Development-UMT
- Certificate of Participation in training on “Cultivating Empathy at Workplace” by Office of Planning and Development-UMT
- Certificate of Participation in training on “Communicating with Impact” by Office of Planning and Development-UMT
- Certificate of Participation in training on “Data Visualization Using MS Excel Charts” by Office of Planning and Development-UMT
- Certificate of Participation in training on “Self-Discovery and Development” by Office of Planning and Development-UMT
- Certificate of Participation in training on “Essentials of MS Excel Formulas and Functions” by Office of Planning and Development-UMT
- Certificate of participation to attend the training on Policy formulation and implementation by OHCM-UMT
- Certificate of completion of training on Work from home – Opportunities and challenges by IKL- UMT
- Certificate of completion of training on Emotional Intelligence by IKL-UMT
- Certificate of completion of training on Transformative Learning by IKL-UMT
- Certificate of completion of training on Corona World Order by IKL-UMT
- Certificate of completion of training on Future of HR in “NEW” Covid-19 World
- Training on Developing self-improvement plan by OHCM-UMT
- Training on Harassment at workplace by OHCM-UMT
- Certificate of completion on Outcome based education and academic quality assurance from PIQC by Dr Kamran Mousa (Udemey)
- Certificate of completion on ISO 9001:2015 quality management system transition course and implementation guideline from PIQC by Dr Kamran Mousa (Udemey)
- Workshop on “leadership skills”
- Arranged a seminar on “Transition from Development to Sustainable Development”
- Arranged a seminar of Mr. Qanit Khalilullah Chartered Accountant & Economist on “Pakistan's Economic Problems: A Way Forward”
- Arranged a seminar and discussion session of Ms. Esther Perez Ruiz, IMF Resident Representative in Pakistan on “Presentation of Regional Economic Outlook “An Uneven Recovery amid High Uncertainty.”
- Seminar on “safety, health and environment”
- Seminar on “how to write a master thesis”
- Seminar on “positive thinking a key to success”
- Seminar on “labor relationships”
- Webinar on “Mental health and wellbeing for world mental health day” by Online Forum Evenbrite
- Webinar on “Economic Data Availability for Researchers by Dr. Abdul Basit (State Bank of Pakistan” Pak Institute of Statistical Training & Research (PISTAR International webinar series)

- Webinar on “Promoting integrity in scholarly research and its publication” by KRSS-UMT
- Webinar on “How to prepare yourself for a job” by digital Learning & Skills Enrichment Initiative (DLSEI)-HEC
- Survey activity on “high-lighten the problems of employees working in hospitals of Punjab”, academic consulting, administrative assistance, academic administration

CONFERENCES & SUMMITS

- Certificate of presenting paper in “International Conference on Business Management and Sustainability- 2023 (7th & 8th November 2023 at Institute of Business Management (IoBM))”
- Certificate of attending A round table National conference on Quality Conscience: Doing the Right Things (Recent developments and future perspectives in academic quality assurance) organized by AAQIC – UMT
- Attended an International Summit on Future of Quality in Higher Education" QiETT Summit organized by Quality of education think tank (QiETT)
- Attended a series National conferences “Economy Festival (EconFest)-Lahore” organized by Pakistan Institute of Pakistan Development Economics-PIDE (Partnership Dr Hasan Murad School of Management -HSM)

REFERENCES

DR. MAQBOOL H. SIAL

Professor of Economics, Department of Economics and Quantitative Methods, Dr Hasan Murad School of Management (HSM), University of Management and Technology, Lahore

Contact no.: 0324-7729079

Email: maqbool.sial@umt.edu.pk

Dr. Kamran Moosa

Professor of TQM, Pakistan Institute of Quality Control (PIQC), Lahore

Contact no: 03008487065

Email: kamranmoosa@piqc.edu.pk

Mr. Naeem Shahzad

Assistant Professor, Pakistan Institute of Quality Control (PIQC), Lahore

Contact no.: 03339497743

Email: naeem@piqc.edu.pk