YOUSIF MIRZA

EMERGENCY COORDINATOR / BUSINESS
TRANSFORMATION SPECIALIST

CONTACTS

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Baghdad, Iraq

ABOUT ME

With 14 years of
distinguished experience
under my belt, I have carved
a niche for myself as a
technically astute and
ingeniously resourceful
professional within the
realms of Telecoms,
Information Technology, and
Project Management. My
tenure shines especially
bright with ten years of
dedicated service at the
forefront of IT projects for the
United Nations World Food
Programme (WFP), where
my contributions have been
nothing short of pivotal. My
reputation as a resilient
professional precedes me,
known widely for my
unparalleled ability to steer
projects to success in the
most demanding of
circumstances—often when
faced with limited resources
and challenging
infrastructure.
What truly sets me apart is
not just my robust technical
and analytical skills, but also
my natural flair for diplomacy
and my communication
prowess. These skills have
been instrumental in my
ability to navigate through
complex coordination
forums, allowing me to forge
meaningful connections and
engage effectively with
stakeholders at every level.
This unique blend of
capabilities ensures that I not
only meet but consistently
exceed expectations, driving
forward initiatives that make
a tangible difference.

SKILLS

- Technical Support
- Collaboration
- Planning
- Management
- Communications
- Project Management
- Telecommunications
- Infrastructure
- Information Management
- Negotiation
- Business Transformation
- Digital Transformation
- Team Management
- Strategic Planning
- Innovation & Entrepreneur
- Digital Marketing
- Digital business

LINKS

Website:
https://www.salford.ac.uk/p
ostgraduate

Website:
www.yousifmmirza.com

LANGUAGES

English

Arabic

WORK EXPERIENCE

Inter-agency Coordinator / Senior Security Telecom specialist, WORLD FOOD PROGRAMME, Khartoum, Port Sudan / Sudan
Oct 2022 - Present

• Spearheaded the management of the Inter-Agency security communications network in Sudan.
• Fostered collaboration with UNDSS, partners, and agency tech teams for seamless security operations center coordination.
• Delivered comprehensive IT training and support, enhancing agency-wide technical proficiency.
• Acted as the technical voice for TEC in meetings, articulating cluster-specific telecom security needs and solutions.
• Engineered and implemented robust telecom solutions, offering expert consultation to UN bodies, NGOs, and government entities.
• Performed systematic maintenance and upgrades, ensuring the reliability and efficiency of telecom systems.
• Compiled and reported accurate RSOC data, ensuring timely dissemination of critical statistical reports.
• Identified and addressed staff telecom training requirements, developing tailored instructional resources.
• Audited operations to guarantee infrastructure alignment with Country MOSS standards and superior customer service.

Head of Tech Unit, WORLD FOOD PROGRAMME, Yerevan / Armenia
Apr 2021 - Oct 2022

Country: Armenia • Deploy IT and telecom systems aligned with business needs to ensure compliance with corporate IT policies and procedures, and overall digital information management strategy • Partnering effectively with activity managers and senior management to understand their priorities and business needs and provide solutions, as well as on strategic and policy issues • Ensure effective coordination with other UN agencies to align activities and maximize possibilities of inter-agency collaboration in line with the new UN Reform Agenda and the implementation of the Back-office support for Armenia • Deliver training on existing and new IT functionalities and provide continuous user -support for capacity building • Working in close collaboration with other UN agencies to align activities, conduct negotiations with common vendors to maximize possibilities of future inter-agency collaborations • Design and configure solutions that provide technical consultation to UN agencies, NGOs, and Government • Led country-level projects and engaged with the government (Ministry of Labour and Social Affairs of Armenia) in collaboration with the social protection unit for capacity strengthening and designing a social safety net platform to serve the IDPs from the NK region due to the Armenia - Azerbaijan conflict.
•Leading inter-agency IT coordination and working groups.
•TECH and Inter-Agency focal point to develop the business continuity plan (BCP) and EPRP for the Armenia country office and integrate it with the UN Armenia EPRP & BCP.

IT Operation Associate, WORLD FOOD PROGRAMME, Baghdad, Erbil / Iraq
Nov 2014 - Feb 2021

• Leading management of Iraq's telecommunication infrastructure, including DMR network and HF systems.
• Acted as the pivotal Emergency Telecommunication Cluster (ETC) support lead for WFP's crisis response initiatives.
• Delivered expert technical assistance for the SCOPE system, facilitating the registration of refugees and IDPs.
• Collaboratively engineered and deployed an innovative online system for Iraq's public distribution network with the Ministry of Trade.
• Strategically mapped and established telecommunication setups across campsites, optimizing coverage footprint.
• Served as the key inter-agency liaison for IT and telecommunication integration and coordination efforts.

IT Manager, Al Sila, Erbil / Iraq
Jan 2014 - Nov 2014

• Spearheaded network and internet connectivity solutions across 20+ electronics and cellphone retail outlets, ensuring robust CCTV integration.
• Expertly managed Microsoft NAVISION for streamlined transaction control and database management.
• Led the deployment and provisioning of VSAT and Mikrotik Servers to enhance communication infrastructure.
• Oversaw 20+ electronics/cellphone stores' internet & CCTV setups

Telecommunication Engineer, Iraqi Council of Ministers, Baghdad / Iraq
Feb 2008 - Jan 2014

• Spearheaded the HUB earth station installation project in Baghdad, demonstrating leadership in a high-stakes environment.
• Oversaw the deployment of VoIP infrastructure using Cisco Unified Communication Manager, successfully integrating 3000+ Cisco phones across Iraq and international locations.
• Managed the Combined Communication Network (CCN), ensuring secure information exchange between the Iraqi Council of Ministers and the US Embassy.
• Led the installation of telecommunications, CCTV, and security biometric systems at the Iraqi Embassy in Islamabad, Pakistan, showcasing expertise in cross-functional project execution.

EDUCATION

Bachelor of Engineering, AL-Rafdein Colloege, Baghdad
2009

Master of Business, University of Salford
2024
Enrolled

COURSES

Project Management Professional
Nov 2022

GVF (global VSAT forum)
Jul 2018

Mitel VOIP system
Mar 2019

IDT training for Ericsson response
Jun 2016

Let's comm Digital–DMR
Apr 2016

iDirect Systems
May 2012

MOTOROLA Cambium systems
Sep 2011

CCNA
Oct 2007