ACHIEVEMENT ORIENTED CV	
Name	Assefa Shifa
Contractual Status and type of contract	L4/9 -200 series
Current title	Officer-in-charge – APRM Secretariat and Manager: IT & Database
Current duty station	Johannesburg, South Africa
Current work unit	RBA
Phone number	Home: +27 12 362 7089; Work +27 11 256 3417 Cell: +27 83 380 8514
Fax number	+27 11 206 3959; +27 11 256 3456
Email Address	assefas@nepad.org; assefas@yahoo.com
Gender	Male
Date of birth	11 September, 1952
Nationality	Ethiopian

Performance appraisal ratings since employment with UNDP

- o Exceptional performance (2) Performance Appraisal Management Review ratings in 1995
- o Exceptional performance (2) Performance Appraisal Management Review ratings in 1996
- o 1997 UNDP Staff Council Award winner for Excellent Human Resource Management
- o An Unusual Contribution /performance (1) Performance Appraisal Management Review ratings in 1997.
- o An Unusual Contribution /performance (1) Performance Appraisal Management Review ratings in 1998.
- o UNDP HQ Global Merit award winner in 1998.
- o An Unusual Contribution /performance (1) Performance Appraisal Management Review ratings in 1999
- o Exceptional performance (2) Performance Appraisal Management Review ratings in 2000
- o Fully met expectations performance (3) Performance Appraisal Management Review ratings in 2001
- o Fully met expectations performance (3) Performance Appraisal Management Review ratings in 2002
- o Exceptional performance (2) Results and Competency Assessment ratings in 2003
- o Exceptional performance (2) Results and Competency Assessment ratings in 2004
- o An Unusual Contribution /performance (1) Results and Competency Assessment ratings in 2006/2007 – Pending CRG
- o An Unusual Contribution /performance (1) Results and Competency Assessment ratings in 2007/2008 – Pending CRG

Competency Summary

Leadership and Managerial skills

Led strategic planning, results-based management and reporting of projects and an organization at the level of an executive;

Implemented new systems and managed entailed behavioral/attitudinal changes with demonstrated openness and ability to manage complexities. Consistently approached work with energy, positive and constructive attitude;

Represented the organization in senior level meetings, international fora involving high-ranking members of international organizations; Attended high-level meetings involving Ministers, Heads of State & Government, with demonstrated maturity and confidence;

Built strong relationships with clients, by focusing on impacts and responding positively to feedback. Led partnership building and participated in representing the organization with UN Agencies, governments, donor community and international financial institutions;

Organized the signing of Memorandum of Understanding (MOU) with newly acceding participating countries, as well as strategic partners of the mechanism;

Acted as the principal official on financial issues related to organizational operations including the administration and fiduciary responsibilities of the UNDP Trust Fund, and ensured efficient and transparent administration of donor funds, preparation and submission of financial statements and annual reports;

Ensured effective office management through the application of management, business process re-engineering and work improvement tools with scorecard targets and monitoring mechanisms;

Ensured the integrity of financial transactions in the organization, through systems, reporting mechanisms and the application of internal control frameworks in approving payments and service agreements;

Managed resources though planning, budgeting, utilization and monitoring of financial exception reports in light of established policies & procedures;

Implemented corporate human resources management strategy and systems entailing in effective human capital management for organizational excellence.

Knowledge Management skills

Developed systems and promoted knowledge management; identified appropriate mechanisms for capturing, documenting, and disseminating knowledge; Guided documentation processes for best practices, lessons learned and knowledge sharing;

Identified and synthesized lessons learned from country review activities, in order to disseminate best practices to stakeholders, bilateral and international organizations;

Setup an electronic document/records management system entailing in creation of a central repository of the institutional memory of the processes of the African Peer Review mechanism (APRM) for participating countries. This facilitated outreach activities, and monitoring & evaluation for maximized results and impacts.

IT technical and managerial skills

Acquired substantive advisory and guidance skills by promoting corporate IT strategy, direction and capacity building through services provided to a cluster of country offices in the Regional Bureau for Africa;

Pragmatic knowledge from involvement in ICT for development projects, and IS/IM business systems analysis/design for country offices covered;

In depth knowledge of corporate IT systems, built around support, training and implementation of corporate software application systems and business process re-engineering tools;

Technical expertise in business systems analysis, database systems, web content development, IT project management;

Knowledge of various operating platforms – Windows, Unix, Novell Netware, Internetworking, Internet, Intranet, Portal, eMail /groupware system; data base management systems, enterprise content management, software development tools/programming languages, web developments and solutions sharing network tools;

Implemented policies and procedures for Network Security, Firewall, LAN administration, disaster recovery planning, software/hardware platforms, service level agreement,, ICT standards and guidelines. Undertook product, services and vendor evaluation and selection;

Acquired extensive training skills from conducting varied levels of IT and business process re-engineering trainings to staff in Cos; advised senior management on the setup of intellectual framework for the application of IT in the core development goals of UNDP;

IT Service management skills; worked in the UNDP Corporate Help-Desk providing functional and technical support on ERP/Peoplesoft during the global go-live of system. This included the implementation, compilation of requirements analysis for systems & business process improvement, as well as sustainable user support;

Undertook a change management training for CO staff and management prior to the deployment of the ERP system aimed at securing staff buy-in and executive sponsorship; Trained UNDP CO staff, as a resource person on PeopleSoft HRMS (HR and Global Payroll), Financials, Procurement, and Project Management tracks;

User-level support in the full operationalization of the ERP (later named Atlas) in COs; Assisted crisis COs in clearing substantive Atlas transaction backlog relating to Financials, Project Management and Procurement (Mauritius); HRGP (Malawi, Belgium/Brussels-BCPR);

Developed OnDemand training material on Human Resources & Global Payroll, Financials, Procurement, and Project Management tracks, for corporate-wide use.

Financial, Programme and Project Management skills

Formal education and pragmatic exposure to accounting/financial management application development projects from services to varied organizations – Continental initiatives, NGOs, Governments, and UNDP as well. Acquired programme management skills within UNDP, through the rollout and support of country programme & financial management systems. Successfully delivered as the project manager of the Internet Initiative for Africa Project (Ethiopia Project that deployed the National Internet Gateway with nine regional PoPs).

Advisory & Management skills

Managerial skills acquired through management responsibilities held in various organizations. Undertook planning, organizing, coordination, decision making and directing at the levels of team leader, supervisor, division manager, department manager, and executive positions. Provided advisory services to senior management on the management of professional development, learning, workforce planning, and organizational effectiveness.

Knowledge of UNDP/other UN Agencies' policies and procedures

Carried out responsibilities of supporting, guiding and directing in areas of IT strategy frameworks in light of achieving UNDP corporate strategic priorities that benefited other UN agencies from the setup of common services/UN Virtual House. Experience with emergency situations of countries in special development situations; Setup knowledge networks and forums for information/knowledge sharing.

Client focus; Change management; Capacity building

Undertook marketing, sales, customer relations management (CRM) support rewarding organizations served financially and with a large customer base;

Provided capacity building support and training in change management in order for COs to adapt to new systems, changes in processes/structure and up-skilling training/learning needs and opportunities;

Undertook the drive to face transformation challenges with a proactive involvement in change management activities involving organizational restructuring, and process enhancements. Took the initiative to develop various concept papers aimed at bringing about business processes re-engineering.

Summary of Professional Experience:

African Peer Review Mechanism Secretariat
July 1, 2008 to-date
Officer-in-charge

The African Peer Review Mechanism (APRM) is an innovative mechanism voluntarily acceded to by member countries of the African Union. It is an African owned initiative setup by African Heads of State & Government to promote good governance in African countries. Currently the mechanism has 29 member countries;

Responsible for the management and administration of the APR Secretariat as the Executive managing the day-to-day operations of the APR Secretariat and ensuring the implementation of policies and strategies adopted by the APRM Panel of Eminent Persons (APR Panel). Below are examples of my achievements during tenure:

Coordination and Organization of the Country Review Process

Managed the Country Review Process (in all its five stage cycle), starting from

the accession of the Country to the implementation of the Program of Action. The process involves preparatory activities, country support missions and the drafting and final publication of the Peer Review Report when approved by Heads of State & Government of participating countries (APR Forum). Undertook the following specific functions :

- Made logistical arrangements to facilitate support/follow-up/review missions in consultation with focal persons (Ministerial level) of the respective Country to agree on the roadmap, program of missions; In consultation with the APR Panel's Eminent Person leading the mission; held discussions with the Diplomatic Mission of South Africa and/or UNDP Representation in that Country for protocol and financial arrangements of the Mission;
- Successfully conducted the Support mission to Zambia, follow-up mission to Tanzania and country review missions to Mali, Mozambique and Lesotho;
- Ensured that the quality of Country Review Reports presented are of a high standard in relation to the credibility and technical capability principle that the APRM Process projects;
- All reports produced to-date, have received global acclaim and embraced by respective country stakeholder groups (governments, civil society organizations, academia, private sector, development funding agencies);
- To date, the APR Secretariat has produced and published 9 Country Review Reports and 6 reports on the implementation of National Programmes of Actions.

Coordination and Organization of APR Forum Summits and the APR Panel Meetings:

Successfully led the organization of 4 Meetings for the APR Panel of Eminent Persons, 2 Summits of Heads of State & Government and 1 Extraordinary Summit of Heads of State & Government, 1 Strategic Partners (UNDP, UNECA, AfDB) Meeting, and 2 APRM/UNDP Trust Fund Oversight Committee Meetings;

Supervised the recording, drafting of minutes of proceedings of meetings and summits; Implemented the APR Panel and Heads of State & Government Summit decisions as the day-to-day activities of the Secretariat.

Preparation and Presentation of Annual Work Plans and Related Budgets:

Prepared Annual Work Plans, Budgets, Financial statements, Reports, Summit Communiqués and documentation of Workshops & Conferences, etc.;

Implemented corporate Administrative & Financial Policies and Procedures, and introduced changes to meet evolving organizational needs.

Management of APRM Human Resource and Financial Administration:

Recruited senior staff and consultants to meet organizational staffing needs; managed the APR Secretariat Staff by appraising their performance and contract renewals;

Managed the APRM Financial Resources, monitored the effectiveness and efficiency of the management of the organization in light of corporate expenditures, resources, country contributions/donor funding.

Relations with Stakeholders and Partners:

Managed relations with multilateral and bilateral institutions for enhanced partnership;

Facilitated better working relations with Member-States party to the APRM through Personal Representatives of Heads of State & Government, the NEPAD Secretariat, the Commission of the African Union, the Development Bank of South African, the UNECA, the African Development Bank (AfDB), and development partners, including notably the Government of Italy, Japan, Canada, UK, Germany, etc.

African Peer Review Mechanism Secretariat,
1 May 2006 to date
Manager: IT & Database

Managed the Information Technology Department of the organization; Setup the IT infrastructure, enterprise content management system, archival database, roster of experts, web sites;

Provided IT Technical support during missions, Forum meetings and provided input to thematic review reports in areas of cross-cutting IT for development policies & regulations.

United Nations Development Programme
Dec 2001 – to April 30 2006
Regional Information Technology Officer

Provided IT Strategy and direction advisory services in matters concerning Information Technology, communication systems, infrastructure, knowledge

management tools for a cluster of country offices in the Southern Africa region; Undertook various ICT support missions including emergency visits to support COs beyond the cluster including the UNDP Brussels a liaison office in Europe;

Prepared Web-based training materials on ERP/Peoplesoft, and trained staff on the use of tools, as well as functionalities of PeopleSoft and the business processes;

Conducted business analysis from ICT perspective on CO business processes, infrastructure readiness, up-skilling and capacity building needs targeted towards ensuring preparedness for the rollout of new systems including ERP and the corporate knowledge management Portal; Reviewed COs in view of requirements on connectivity technologies in light of the corporate business plan;

Supported the UN agencies within the context of harmonization and common services to achieve economies of scale and organizational effectiveness. Worked in a team towards harmonizing all efforts and activities relating to the implementation of systems and pertinent technologies in the region;

Successfully achieved the configuration/setup, operationalization of the IT infrastructure for a new Regional Service Centre in Johannesburg, organized to provide technical services to a cluster of 22 countries, in the thematic areas of development and connecting countries to knowledge; Operatioanlized a full-fledged Atlas (HRGP, Procurement, Results Management, Financials tracks) for the centre.

United Nations Development Programme
Dec 1994 – 2001
Sub-Regional Information Manager

 IT Strategy and Direction advisory:

Provided IT related technical and managerial support to a cluster of country offices' Resident Representatives, UN agencies, under the Resident Coordinator System, and their management team; to advise on office automation and communication plans and strategies.

Developed substantive strategy papers and programme/project documents outlining UNDP's intervention that would establish an Information/communications infrastructure, and networking amongst the Government's establishments and its development partners in Ethiopia - The United Nations country team, the OAU and missions extending services to the Regional Government institutions, the NGO, academia and the general public at large; Assisted in the needs assessment, evaluation of technical/financial bids, of

building an Internet National Gateway, and various Regional Internet PoPs. Provided Information Management (IM) technical and managerial support to East & Southern Africa countries (Ethiopia, Eritrea, Kenya, Uganda, Tanzania, Madagascar, Mauritius, Seychelles, Zimbabwe, Botswana, Congo DRC, Congo Brazaville, Gabon, Lesotho, Madagascar, Malawi, Mozambique, Namibia, Swaziland, South Africa, Zambia);

Provided interim IM support to the Central & West Africa cluster offices (Ghana, Cameroon, Gambia, Liberia, Nigeria, Sierra Leone); Provided technical and managerial support for crisis country offices, e.g. Guinea Bissau; streamlining operations management and also in the set-up and configuration of VSAT based Internet connectivity extending services to the entire UN agencies in the country.

Information management planning/ needs analysis:

Formulated multi-year information management plans in alignment with the corporate standards and guidelines, and also in harmony with interagency joint collaboration initiatives in the area of Information Technology.

Systems maintenance, development, rollout and implementation of systems:

Guided the scoping, design and development of new systems; Also responsible for the rollout of corporate systems including ERP/Peoplesoft based HRMS and Financial modules. Ensured requisite technical and organizational preparedness is achieved in the rollout of ERP/Peoplesoft.

Technology Support:

Provide policy advice to IT capacity building on IT issues, design of internal and sub-regional IT and telematic policy and procedures; Performed troubleshooting on complex IT related problems of country offices; Responsible for the conversion of the Country offices' LAN from Ad-hoc wiring to a sustainable cable plant, which meant the removal of all non-standard cabling and reconfiguring the LAN for multimode fiber and copper; Installed and configured Cisco Catalyst switches (8510, 5505, 29XX, 19XX series) and routers (36XX, 25XX, 28XX series), where relevant in various country offices; This involved the testing and documentation of implementation plans for CiscoWorks HP Openview and ManageWise with full documentation of all aspects of the LAN also included; Assisted in the installation and configuration of VSAT based Internet connectivity solutions to country offices under coverage.

Training and staffing:

Familiarized and trained office staff and technical support personnel on new corporate systems and new IT tools; Designed hardware and software standards and operational procedures.

Interacted with other UN agencies, and development partners within the context of enhancing common services with a focus on information sharing, common protocols, and specifications to achieve economies of scale.

Provided technical training in configuring & building networking infrastructure and in the implementation of Internet Connectivity; Participated in Internet Initiatives undertaken by UNDP (Regional Bureau of Africa's Internet Initiative for Africa) covering 15 Sub-Saharan Africa countries; Proactively extended Internet connectivity to UNDP COs in the cluster and assisted in the evaluation of bids for Internet backbones infrastructure building; Set up an enabling environment and the selection of resources/tools for webpage publishing and building Intranets; Developed CO and UN Country team web site.

IBM/Afcor
October 1991 – November 1994
Manager Systems Engineering

Managed departmental functions; Undertook customer-training, marketing; and client technical support; Stand-in for the Marketing Manager, configured systems hardware/software solutions, liaised with potential clients, performed market research and concluded bids; Performed software development, systems analysis design and consultancy services; Designed standard desktops for IBM architecture machines; Trained support engineers in all aspects of PC installation and configuration of Networks, and development of application software; Provided technical support to customers on ERP -JD Edwards/JDE applications; Served as the Head of the Application Service Provider (ASP) organ of the company; Acted interim for the General Manager in his absence, and performed headship of the corporation, and undertook strategic decisions.

Chemin De Fer Djibouto-Ethiopien
1991-1991
Consultant, systems development

Responsible for the systems analysis/design of the corporate Financial Management applications; Migrated applications to a new hardware and operating platform; Undertook training of staff on newly operationalized systems.

Total Mer Rouge
1990-1991
Software Support Consultant

Maintenance programmer and technical support for the corporate applications; Supervised the installation of enhancements and new application systems; Trained support staff in the application systems operations; Provided technical advise to management on the IT strategy of the company.

Shell Ltd.
1987-1987
Manager, Information Systems and Computing

Managed of the company's IT center, and coordinated the activities of staff to achieve the company's computing objectives; Designed and implemented industrial process control systems; Undertook the development of in-house software systems using various programming tools - Turbo Pascal, Dbase III, C++, and Visual Basic (DOS), RPG, Cobol. Implementation of the Global Shell specific business process packages; Developed feasibility/cost benefit analysis, technical design, implementation plans for projects for various hardware and operating platforms: IBM systems 36/38 and AS400, and IBM architecture PCs. Developed computerized solutions for the company's financial management and planning functions, including the rollout of JDE/ERP system.

Ethiopian Electric Light and Power Authority
1981-1987; 1987-1990
EDP Manager, Director Special Services

Responsible for the management of the IT infrastructure, the development and implementation of computerized application systems of the corporation operating under a HQs/home office and branch offices in distributed locations and with a staffing of more than 6000 employees;

Designed, set up and maintained LAN and WAN for the corporation to integrate the distributed branches throughout the country; Trained technical support and user staff;

As the Director of Special Services, headed and managed the corporate Information and Communication Technology systems, Public Relations (PR) services, legal and general services division of the corporate Services cluster.

Miscellany

Worked extensively with the following:

- o DNS, SNMP and DHCP and familiar with all operational aspect
- o Introduced Internet connectivity to all Country Office in the cluster
- o Knowledge of VSAT, Cisco routers, Aironet bridge and omni directional anthenna, wireless access points
- o Various e-mail and groupware systems – Netscape Suitespot servers, Lotus Notes Domino servers
- o Various operating systems – UNIX (Solaris, Linux), Win2K/2003, NT, Novell Netware

Concept papers, significant, manuals, literature produced

- o Computer Performance Monitoring
- o MIS policy and procedures manual
- o Corporate performance indicator data base
- o Data centre Disaster Recovery plan.
- o Various training literature
- o Establishing Information & Communication Centres for Govt, UN, OAU, public access
- o Enhancing UNDP COs IT infrastructures
- o Concept papers on Strategic IS/IM Business planning
- o Management Information System strategy survey
- o ICT capacity Plan (5 yrs.)
- o ICT systems need study (5 yrs.)
- o Paper presentation/rapporteur for international Conference on Information Technologies & Development
- o OnDemand training materials on various ERP/Peoplesoft tracks – HR, Global Payroll, AR, AP, GL, Billing, Procurement, Grants/Projects

Major consultancy, training and management activities undertaken

Served as a member in a national committee responsible for authorising computer imports into the country (1981-1985)
Established corporate wide training on various programming languages, system design, and computer literacy courses

Conducted and managed the following training courses at IBM and other training centres: -
- Introduction to computers, MS DOS, WordPerfect, Lotus 123, dBASE, Windows, MsOffice suite, Ventura, Deskpress, Programming Languages:

(COBOL, RPG, FORTRAN, IBM S/36, AS/400 basic and advanced proprietary courses.

Developed technical and financial management relation database based application programs for various organisations.

- Billing, Inventory management, General accounts, Payroll, Personnel, Financial Reporting, Transport fleet/Spare part, Fixed Asset and Depreciation Accounting, Project accounting, and other Small Scale Systems.

Established a corporate-wide Information Resource Centre providing computer-based training, computing and desktop publishing services.

Hardware / software supports provided

Installation of PCs, mainframe hardware systems, software customization, installation; Configuring systems per client requirements; Troubleshooting and maintenance, web content development, Setup LAN/WAN networks; setup network security

Computer hardware/software experiences:-

Hardware:
- Mainframe
  - IBM 1440, IBM S/3, IBM S/36, NCR V-8568, IBM AS/400
- Various Personal Computers
- Cisco Routers, and Switches
- VSATs

Software:
- Operating Systems (SCP, OS, SSP, VRX, OS400, DOS, OS/2)
- UNIX – Solaris/Linux, Netware, Windows 95/98, Windows NT/2K/2003)
- Programming languages (Assembly, RPG, COBOL, FORTRAN, VISUAL BASIC, SQL, C++)
- Various Relational Database softwares
- Various web content development tools, Portal deployment (Sharepoint)
- Email systems – Netscape Suitespot Servers, Lotus notes Domino Server, Notes Client, and Microsoft Exchange
- ERP systems – JDE, PeopleSoft – PeopleTools, PIA, Query, Crystal reports, SQL programming

Training:

- Attended Operation Managers' (OM) Training Course in New York; currently pursuing the UNDP Virtual Development Academy set of courses – culminating in a certification for a development practitioner
- Undertook various ERP/PeopleSoft, UNDP Business Process Review, and Training of Trainers Workshops; Developed OnDemand training materials on (HRMS-HR, Global Payroll, Financials – AR,AP, Billing, Procurement, Grants/Project), for Global//Regional Workshop; Trained UNDP CO staff on ERP/Peoplesoft HRMS and Global Payroll track at Regional Workshops and Financial, Procurement, and Project Management at CO level. UNDP certified to develop corporate PeopleSoft Query Reports

EDUCATION AND TRAINING				
A. UNIVERSITY OR EQUIVALENT				

NAME, PLACE & COUNTRY	ATTENDED FROM/TO		DEGREES and ACADEMIC DISTINCTIONS OBTAINED	MAIN COURSE OF STUDY
	Mo ./Year	**Mo. /Year**		
Addis Ababa University, Ethiopia		1980	BA Degree	Accounting minoring Management
NCR Computer Training Institute,Ohio/USA	1980	1980	Certificates	Business Programming, O/S,- VRX, IRX, Systems Analysis& Design, various Programming languages - COBOL,
IBM Training , Nairobi/Kenya	1980	1992	Diploma programming languages, Operating systems	Business Programming – RPG, Fortran, SQL, IBM S/36, IBM AS400, O/S – OS, SCP, SSP, OS400
Microsoft Training Institute, NewYork/ USA	1995	1997	Certificates on various Windows NT modules, E-mail, Groupware systems	Network Systems, Windows NT core technologies, Netscape SuiteSpot E-mail groupware Servers
UNDP workshops/training	1995	To-date	Various certificates	Training of Trainers, Operation Management, Change Management & Communication skills, ERP/PS and UNDP business processes;
Jones International University, U.S.A	2004	2005	Development practioner – with Distinction	Virtual Development Academy on development - credits towards Masters
University of South Africa	2007	2008	School of Business Leadership, MBA I	MBA I

B.	SCHOOLS OR OTHER FORMAL TRAINING OR EDUCATION FROM AGE 14 (e.g. high school, technical school or apprenticeship)				

NAME, PLACE AND COUNTRY	TYPE	ATTENDED FROM/TO		CERTIFICATES OR DIPLOMAS OBTAINED
		Mo./Year	*Mo./Year*	
Miazia 27 Comprehensive High School, Ethiopia	Secondary	1965	1969	Matriculation

KNOWLEDGE OF LANGUAGES.(mother tongue *Amharic)*

OTHER LANGUAGES	READ		WRITE		SPEAK		UNDERSTAND	
	Easily	Not Easily	Easily	Not Easily	Easily	Not Easily	Easily	Not Easily
English	X		X		X		X	
French		X		X		X		X

References:

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