

Safiul Azam

Registration, Data & Information Management Specialist

📍 Cox's Bazar, Bangladesh

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Professional Summary

Humanitarian registration and information management professional with 7+ years at UNHCR Bangladesh (Cox's Bazar), combining deep field registration expertise (proGres v4, BIMS, PRIMES, GDT, RApp) with Power Platform (Power Apps/Automate), Power BI, SQL/SSIS, and advanced Excel to streamline decision-making and improve service delivery. Led and supported large-scale registration operations (Verification, Continuous Registration, RAD, Headcounting, ID Card Project 2025, BIE & BIE Resumption), handled complex protection and litigation interviews, and built operational apps and dashboards that boosted data quality and reporting across 8 registration sites. Known for ownership, collaboration with CICs/partners, and hands-on technical troubleshooting in demanding field environments.

Core Competencies

- Registration & Identity Management: proGres v4, BIMS, PRIMES, GDT Tools, RApp, SOP implementation, complex case handling, referrals
- Data & IM: Power BI (Desktop/Premium), DAX, Power Query, SQL/SSMS/SSIS, Kobo Collect, Microsoft Forms, data cleaning & validation, reporting
- Power Platform: Power Apps (Canvas), Power Automate (flows), process automation, app governance & user management
- Operations & Leadership: Headcount focal point, documentation & filing focal point, supervision & training, stakeholder coordination
- Tech Support: Troubleshooting proGres/BIMS/RApp, networks, software installs, HDP card printers; field IT readiness
- Digital & Web: HTML/CSS/JS, WordPress, Adobe Photoshop/Illustrator, Adobe Premiere/After Effects/Edius

Professional Experience

Registration Assistant | UNHCR – Sub Office Cox’s Bazar | Apr 2019 – Present

- **Focal Point – Documentation & Filing:** Introduced a structured filing & inventory tracking system (FMS), ensuring real-time tracking and zero backlog.
- **Focal Point – 2024 Headcounting Exercise:** Coordinated field teams/enumerators, data collection, and reporting; issued fixing tokens to 3,200 families.
- **Built Power Apps and Power Automate** workflows to support daily registration, ID card tracking, and multi-site inventory.
- **Developed Power BI dashboards** for registration performance, RAD activities, ID card issuance, and BIE resumption.
- **Conducted registration, protection, and litigation interviews;** handled complex cases and ensured timely referrals.
- **Maintained data quality in proGres and BIMS;** processed identity documentation, family reunifications, transfers.
- **Created/managed Kobo Collect forms;** supported data collection, analysis, and visualization.
- **Provided technical support** for proGres/BIMS/RApp, networks, software installs, HDP card printers.
- **Provided training** to new Registration Assistants and colleagues on procedures, proGres, and IM tools.
- **Acted as team lead during supervisor absences;** coordinated with external visitors and stakeholders.

Field Registration Assistant | Technical Assistance Inc. (UNHCR Project) | Jul 2018 – Mar 2019

- Verified and registered Rohingya refugees in proGres, enabling issuance of identity documents.
- Ensuring eligibility of a newly arrived refugee through Refugee Status Determination (RSD) interview.
- Performed quality control of collected data; processed identity documentation, reunifications, and transfers.
- Identified and referred specific needs cases to protection colleagues.
- Provided technical support including BIMS troubleshooting, networks, software installations, and printer maintenance.

District Coordinator & Trainer (LEDP) | Redision Digital Technologies Ltd. | Jan – Dec 2017

- Implemented ICT Division’s Learning & Earning Development Project of Bangladesh Government; supervised trainers/trainees.
- Liaised with government officials; managed venues and logistics.
- Delivered 50×4-hour Graphic Design classes per batch; supervised 10 successful batches.
- Prepared progress reports to Head Office; ensured transparent delivery.

Owner & Chief Trainer | Information Technology Park (I Tech Park) | Apr 2015 – Mar 2018

- Founded and led a training center; managed 10+ trainers and designed industry-aligned curricula.
- Conducted monthly awareness seminars on freelancing; taught Graphic Design & Freelancing courses.
- Trained 300+ students, many of whom transitioned to paid freelancing and sustainable online work.

Selected Projects & Achievements

- **ID Card Project 2025** – Activities Tracking App: Built a Power App and BI dashboard to monitor ID card issuance, reducing reporting time from 2 days to 30 minutes.
- **RAMS** – Registration Asset & Materials Management System: Developed a Power App to track US\$4M+ assets across 8 sites, improving accountability and reducing stockouts.
- **BIE Resumption Dashboard**: Created Power BI dashboards to monitor biometric identification throughput and data quality.
- **Filing System Overhaul**: Cleared backlog of 1M+ files in FMS, ensuring zero delays in file retrieval.
- **Process Optimization**: Introduced workflow improvements that reduced registration time and improved data quality.

Education

- **MSc (Enrolled)** — Data Analytics and Design Thinking for Business, East Delta University, 2025–present
- **BA in English**, University of Skill Enrichment & Technology, Bangladesh — 2024 (GPA 3.52)
- **Diploma in Computer Science and Application**, Bangladesh Open University — 2018 (GPA 3.49)

Certifications & Training (Selected)

- CS50x: Introduction to Computer Science — Harvard/edX (2025)
- CS50's SQL (enrolled) — Harvard/edX
- Power BI Essential Training (2024); Excel VBA (2024)
- Berlitz English Language Course (6 months, 2024)
- UNHCR Data Academy – Registration & Identity Management (2024)
- ERLP – Emergency Registration Learning Programme (2024)
- proGres Modules, PSEA, SGBV Level I, Integrity Learning, Information Security, BSAFE, Basic & Advanced Security in the Field

Technical Skills

Power BI | Power Apps | Power Automate | SQL | SSIS | Python | R (learning) | Excel Advanced | Kobo Collect | proGres v4 | BIMS | PRIMES | HTML/CSS/JS | WordPress | Adobe Suite

Languages

- Bangla — Native
- English — C1
- Rohingya — C2
- Hindi — A2
- Arabic — A1
- Urdu — A1

References

Available upon request