



Nasrat Ullah

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● ABOUT MYSELF

I am an accomplished professional with a strong background in migration services, ground operations, and case management at the IOM UN Migration. With a solid track record since joining in 2021, I have effectively contributed to the organization's mission of facilitating safe and organized migration endeavors. My expertise encompasses case management, multilingual interpretation, migration services, operations, and compliant feedback mechanisms. I am committed to upholding the highest standards of service delivery and making a meaningful impact in the dynamic fields.

English, Pashto, Dari, Urdu, and Turkish language proficiency.

● WORK EXPERIENCE

01/03/2024 – 06/03/2025 Doha, Qatar

OPERATIONS ASSISTANT TEAM LEAD AT (RMM - USRAP) IOM UN MIGRATION

- Manage flight arrival and departure procedures for inbound and outbound flights.
- Assist with luggage procedures to ensure proper handling.
- Receive guests from the airport and manage their ground transportation to Camp Al Sayliyah, USA Base.
- Oversee immigration processes for passenger entry and exit.
- Lead the field support team for airport services.
- Provide custodial care for travel documentation.
- Verify identities, documentation, visas, tickets, and travel items.
- Assist with airport formalities: flight arrivals, curbside assistance, check-in, luggage, immigration, security, and customs.
- Escort arriving individuals to ground transportation and departing individuals to gates.
- Manage transportation and escorts to the USA when required.
- Visually confirm that flights have departed.
- Ensure support for individuals with special needs or equipment.
- Send notifications using relevant systems as needed.

07/08/2023 – 29/02/2024 Doha, Qatar

OPERATIONS ASSISTANT AT (AP - ASSISTANCE PROGRAM) IOM UN MIGRATION

- Manage flight arrivals and departure procedures for inbound and outbound flights.
- Assist with luggage procedures to ensure proper handling.
- Oversee immigration processes for passenger entry and exit.
- Assist vulnerable guests, including extended stays inside the camp
- Provide services for new arrivals, including logistics, housing, ID registration, & culture orientation.
- Verify identities, documentation, visas, tickets, and travel items.
- Liaise between IOM, DoD, DoS, TMC, local hospitals, and beneficiaries.
- Supervise medical cases, from appointments to records.
- Manage logistics, including transportation and escorts.
- Ensure smooth communication among IOM, health providers, and beneficiaries.

23/08/2023 – 30/09/2023 Doha, Qatar

COMPLIANT & FEEDBACK MECHANISM ASSISTANT AT CCCM IOM UN MIGRATION

- Managed complaint reception via diverse channels: CFM database and physical complaint boxes.
- Strategically placed complaint boxes for easy access, optimizing concern submission.
- Provided swift feedback to redirect complaints to relevant departments.
- Ensured ongoing contact with departments to track complaint resolution progress.
- Translated Dari/Pashto messages into English, aiding efficient reporting.
- Maintained strict confidentiality of complaints and meticulous records.
- Reviewed and diligently followed up on daily complaints from suggestion boxes.
- Reported complaints accurately to the supervisor for evaluation and feedback.

29/04/2023 – 30/06/2023 Doha, Qatar

OPERATIONS ASSISTANT/MEDICAL REFERRAL AT AP, CAS - STA MISSION IOM UN MIGRATION

- Obtained Troops Medical Center approvals for medical checkups at hospitals.
- Scheduled medical visits to hospitals and distributed appointment invitations.
- Interpreted for IOM staff, healthcare providers, and beneficiaries.
- Registered beneficiaries in IOM database and managed medical records.
- Coordinated transportation, police assistance, and IOM escorts for medical cases.
- Ensured seamless labor, delivery, and newborn care procedures.
- Collaborated with IOM, DoD, DoS, TMC, hospitals, and beneficiaries.
- Provided regular feedback to supervisors and team members.

18/03/2023 – 28/04/2023 Doha, Qatar

PROJECT ASSISTANT, INTERPRETATION & TRANSLATION AT RSC, CAS - STA MISSION IOM UN MIGRATION

- Provided in-person and remote interpretation and translation services.
- Bridged language gaps during interviews, interactions, and inbounds.
- Ensured clear communication between Afghan guests and Authorities.
- Accompanied individuals to appointments and meetings as needed.
- Enabled two-way communication between UN Agency staff, applicants, and government officers.
- Maintained accurate records after each interpretation session.
- Provided culturally appropriate translations between English, Dari, and Pashto.
- Engaged in training for interpreting and respectful terminology use.
- Contributed to terminology lists, enhancing project quality.
- Eagerly took on additional tasks as required.

02/09/2022 – 30/07/2023 Istanbul, Turkey

MIGRANT SERVICE ASSISTANT/CASE MANAGEMENT AT (FAP - FAMILY ASSISTANCE PROGRAM) IOM UN MIGRATION

- I contributed to the successful processing of Afghan applicants' cases and **case management** for the German Family Reunification visa.
- Provided interpretation services for Persian (Dari) and Pashto languages into the official UN English language.
- Ensured accurate completion of required forms and support documentation checklist.
- Assisted and guided Afghan migrants in completing the online visa application form according to the provided checklists.
- Conducted thorough completeness checks on all documentation prior to visa appointments.
- Successfully completed various types of questionnaires on behalf of Afghan applicants.
- Uploaded applicant biographies onto the CRM database.
- Efficiently managed and organized cases for Afghan migrants.
- Distributed information sheets, Integration Handbooks, and visa requirement checklists.
- Assisted with telephone and email inquiries from clients.
- Ensured the correctness, completeness, comprehensiveness, and updated status of recorded information in the case management system.
- Managed the appointment system for Afghan applicants in the FAP Center.

22/11/2021 – 01/09/2022 Istanbul, Turkey

MIGRANT SERVICE ASSISTANT/CASE MANAGEMENT AT (VAO - VISA ACCEPTANCE OFFICE) IOM UN MIGRATION

- Assisted in the successful evacuation of Afghan refugees by facilitating their case processing.
- Utilized interpretation skills to accurately translate Persian (Dari) and Pashto into the official UN English language.
- Ensured precise completion of mandatory forms and a support documentation checklist before the evacuation.
- Guided Afghan migrants through the online visa application process, adhering to the provided checklists.
- Conducted thorough completeness checks on all documentation prior to their scheduled evacuations.
- Responded to telephone and email inquiries from clients, providing essential information about evacuation requirements.
- Uploaded applicant biographies onto the CRM database, ensuring efficient case tracking and management.
- Facilitated the approval process for eligible family members to be included on the GFFO (German Federal Foreign Office) lists for the evacuation process.
- Ensured the correctness, completeness, comprehensiveness, and up-to-date status of recorded information within the case management system.

10/01/2019 – 10/07/2019 Istanbul, Turkey

INTERNSHIP TURKUAZUOD

- Volunteered as a Pakistani representative for the Turkuazuod NGO.
- Utilized proficiency in Dari (Persian), Pashto, Turkish, and Urdu languages to assist students from Pakistan and Afghanistan as an interpreter.
- Provided advice on solving issues related to Turkey's unique cultural landscape, considering the country's diverse population.
- Worked on addressing the specific needs of students from Pakistan and Afghanistan within the Turkish context.
- Supported educational counseling, student trips, conferences, workshops, and other activities designed to benefit students' future prospects.

10/01/2018 – 14/11/2019 Islamabad, Pakistan

SALES ASSISTANT ATAAS HOLDING

- Provided direct assistance to clients, ensuring their needs were met effectively.
- Managed client inquiries regarding upcoming product sales and promotions.
- Recommended products and services to both existing and new customers based on their needs.
- Stocked merchandise and created attractive product displays to enhance sales.
- Responded promptly to customer inquiries, addressing any concerns or issues. Managed inventory, keeping track of stock levels and monitoring sales trends.

● EDUCATION AND TRAINING

02/02/2019 – 03/03/2022 İstanbul, Turkey

MASTERS IN BUSINESS ADMINISTRATION WITH THESIS Istanbul Aydin University

Final grade 3.50 CGPA | **Thesis** Online Impulse Buying Behavior

05/03/2013 – 15/12/2017 Islamabad, Pakistan

BACHELORS OF SCIENCE IN BUSINESS ADMINISTRATION Comsats University Islamabad

02/05/2010 – 05/06/2012 Rawalpindi, Pakistan

INTERMEDIATE CERTIFICATE EXAMINATION Punjab College Of Information Technology

04/04/2008 – 07/04/2010 Rawalpindi, Pakistan

SECONDARY SCHOOL CERTIFICATE EXAMINATION The State Secondary School

22/08/2021 – 22/08/2023 Istanbul, Turkey

TOEFL (TEST OF ENGLISH FOREIGN LANGUAGE) Toefl ETS

Website <https://www.ets.org/toefl/>

10/12/2018 – 05/05/2019 İstanbul, Pakistan

TURKISH LANGUAGE (TÖMER) Fatih Sultan Mehmet Vakıf Üniversitesi

17/12/2021 Berlin, Germany

5TH INTERNATIONAL CONFERENCE ON RESEARCH IN HUMANITIES AND SOCIAL SCIENCES ICRHS

Website <https://www.icrhs.org/> | **Field of study** Research in Humanities and Social Sciences |

Thesis Effect of Big Five Traits on Online Impulse Purchase In Moderation Effect of Hedonic and Utilitarian Shopping Motives

Link <https://www.dpublication.com/proceeding/5th-icrhs#Table-of-Contents>

● LANGUAGE SKILLS

Mother tongue(s): **PERSIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
PERSIAN (DARI)	C2	C2	C2	C2	C2
PASHTO	C2	C1	C2	C2	B2
URDU	C2	C2	C2	C2	C2
TURKISH	C1	B2	B2	B2	B2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

● **DIGITAL SKILLS**

Microsoft Office | Outlook | LinkedIn | CRM Dynamics | CASE Management | CFM