

Mobile UK: [REDACTED]
Mobile UAE: [REDACTED]
Email: [REDACTED]@hotmail.com

Include home postal address

Profile

A senior researcher and public policy adviser with over ten years experience in researching and developing public policy and strategy for local, national and international government across a wide range of public service areas. Particular expertise in helping both democratic and autocratic administrations to deliver better public services that are built around the needs of service users, citizens and other government customers. Currently pursuing research interests towards a PhD at the University of Birmingham and looking to develop career in a strategic policy role.

Key Skills and Achievements

Strategic Advisory

- Strategic advisory role to embed a focus on service users in Abu Dhabi Government's strategy, policy-making and performance assessment of government services. Landmark proposal on including the government customer voice in the assessment process was adopted by the Abu Dhabi Award for Excellence in Government Performance.
- Representing the NCC on high-level policy bodies, roundtables, task forces, committees and panels. Research and advocacy work successfully influenced legislation in British Parliament.

Research and Analysis

- Independently managing current PhD research project between Britain and Abu Dhabi, developing appropriate methodology.
- In Abu Dhabi Government Adviser role worked across different departments on a variety of research projects, advising on research designs and methods, data collection, customer engagement methodologies, performance measurement and outcomes.
- At NCC commissioned and designed research projects and at University of Hull designed own research projects to evaluate government programmes. At Centre for Economic & Social Inclusion developed strong research skills while working on a wide range of international projects.

Project Management

- Professional experience to date and current PhD research has involved managing a wide range of projects from working independently to co-ordinating large teams.
- At Centre for Economic & Social Inclusion co-ordinated a major EU research project on European Employment Strategy across seven countries, the largest EU research project at the time.
- Certified Project Manager (PRINCE)

Communication

- Extensive experience in presenting research findings to varied audiences from fellow researchers to senior government officials.
- Training and teaching groups in a professional setting.
- Writing research reports, policy recommendations, speeches and briefings.
- Author and co-author of a number of reports and articles.

Building Networks

- PhD project involves developing networks through presentations and seminars in different international settings.
- Demonstrated cultural awareness and strong relationship building skills during the EU project across seven countries, managing cultural differences and succeeding in getting participants to work together effectively.

Career Summary

- Jan 2009 – Aug 2011 **Strategic Advisor, General Secretariat of the Executive Council, Abu Dhabi**
Managed a project to develop a focus on service users/government customers in Abu Dhabi Government's strategy, policy-making and performance assessment of government services
- May 2005 – Dec 2008 **Senior Policy Advocate – Public Services, National Consumer Council (NCC), UK**
Senior strategic role as researcher and advocate on policies and programmes to deliver the UK Government's public sector reform measures.
- Feb 2004 – Dec 2008 **Freelance Researcher, University of Hull, UK, Department for Social Justice**
Part of a research team evaluating the performance of government programmes in delivering outcomes for black and minority ethnic groups and disadvantaged communities.
- Jan 2002 – Apr 2005 **International Research and Policy Officer, Centre for Economic & Social Inclusion, UK**
Management of projects promoting social justice and tackling economic disadvantage, in partnership with a number of countries
- 2000 – 2001 **Intern, UNESCO** followed by **Research Assistant, Africa Educational Trust**

Education

- 2010 – 2013 **PhD: "Made in the West, imported to the East – Customer-centricity in non-democratic States"**
School of Government & Society, University of Birmingham, UK
- 2001 – 2002 **MSc Contemporary Political Sociology**
London School of Economics, UK
- 1998-2000 **BSc (Hons) International Studies**
Drexel University, USA
- 1988-1997 **Abitur (Equivalent to A Levels)**
Gutenberg Grammar School, Germany

Additional Skills & Qualifications

- Monitoring & Evaluation Course – World Bank
- Certification Diploma – Balanced Scorecard
- **Languages:** Bilingual English and German. Proficient French

Interests and Activities

- Currently a volunteer teacher at a training institute for young people with learning and behavioural difficulties.
- *[Can add any additional interests here, but keep it brief. The section is not essential, but useful if you have any activities outside of your research and employment which may be relevant to an application].*

References

Details of two referees are typical for non-academic CVs, however it's not essential to include referee details at the application stage unless asked for, so you can exclude this section if appropriate. Include the referee's name, position (plus relationship to you e.g. Supervisor), work address, telephone and email.