

## Curriculum Vitae

1. **Family Name:** AL- Mughrabi
2. **First Name:** Osama
3. **Date of Birth:** 1/5/1964
4. **Nationality:** Jordanian
5. **Place of Residence:** Amman, Jordan
6. **Telephone Number:** 00962-798503035
7. **E-mail Address:** o\_mughrabi@yahoo.com
8. **Marital Status:** Married



### 9. Education:

Institution] [Date]	Degree
Zarka National University [1983]	Accounting Diploma
Sudan University of Technology - [2000]	B.Sc. in Accounting

### 10. Language skills: Competence on a scale of 1 to 5 (1 - excellent; 5 - basic)

Language	Reading	Speaking	Writing
Arabic	Mother tongue		
English	1	2	2
<b>11. Other skills:</b>		<ul style="list-style-type: none"> <li>• Computer literacy &amp; Computer, management &amp; coordination skills, and leadership</li> </ul>	

### 12. Key qualifications:

- More than 30 years professional experience in the water and wastewater sector including, financial accounting, financial analysis, and commercial management.
- Assessment of water utility 's capacity building and development needs, and training requirements.
- Experience in financial and economic planning and analysis, data collection for Operational Costs, Capital Investment Costs, i.e. CAPEX/ OPEX, Conduct Cost Benefit Analysis including water and wastewater Tariff structure analysis.
- Strategic Planning and Organization of Work.
- Job Description and Job Classification.
- Organizational structure development.
- WAJ employee relation and services management and efficiency improvements.
- Management of expenditure accounts.
- Excellent writing and reporting skills.
- Work experience with funding agencies and international donors.

- Accounts payable and receivable reconciliations and related chart of accounts entries.
- Carried out feasibility studies for investments.
- Decision making mechanisms and tools.
- Profit/loss statements preparation.
- Cash and petty cash management.
- Measurement of training and capacity building impacts.
- Performance evaluation tools and techniques.
- Worked in coordination with different international agencies such as GIZ and USAID on different human resources issues and organizational structures.

### 13. Specific experience in the region:

Country	Date
Jordan	15-3-1985 – Till Now

### 14. Professional experience

Date	Location	Company	Position	Description
From 1-6-2021 Till 31-1-2023	Jordan	Orient	Customer Services Manager	<ul style="list-style-type: none"> <li>• Develop and manage implementation of departmental work Develop and manage implementation of departmental work plans,</li> <li>• Study and analyze the Comprehensive Subscribers Survey (CSS) report implemented by Miyahuna and develop action plan based on gap analysis and then manage implementation of corrective actions,</li> <li>• Develop and implement annual predictive and preventive maintenance plans for house connections and water meters,</li> <li>• Manage supervision of new house connection installation by Miyahuna plans,</li> <li>• Study and analyze the Comprehensive Subscribers Survey (CSS) report implemented by Miyahuna and develop action plan based on gap analysis and then manage implementation of corrective actions,</li> <li>• Develop and implement annual predictive and preventive maintenance plans for house connections and water meters,</li> <li>• Develop criteria for replacement of customer water meters, and manage its replacement according to established replacement criteria,</li> <li>• Develop and implement customer meter reading and billing schedule and monitor its implementation .</li> </ul>

From 16-7-2019 Till....	Jordan	GIZ	Expert	Free lance <ul style="list-style-type: none"> <li>• Work contract with GIZ to determine the training needs for the Dabouq Call Centre (TNA).</li> </ul>
From 1-3-2010 Till 15-7-2019	Jordan	WAJ	Director of Human Resource Directorate	<ul style="list-style-type: none"> <li>• Worked more than ten years for Human Resources at the Water Authority, and employed my skills to do human resources planning, prepare job descriptions and Job analysis, evaluate employee's performance for the purpose of incentives and rewards.</li> <li>• Worked with different consultants on organizational structure development and preparation.</li> <li>• Practiced the role of human resource strategic planning and how to deal with its social impact on the society in general.</li> <li>• Exercise good governance in all HR decisions taken and on daily business practice.</li> <li>• Responsible for the Occupational Safety and Health And the working environment.</li> <li>• Application of job analysis and identification of training needs a systematic way</li> <li>• Worked on identifying WAJ cost Centres, and how to manage separating such cost canter.</li> <li>• Calculated costs for each identified centre.</li> <li>• Analysis all drinking water associated costs, as well as a wells extraction cost.</li> <li>• Gathered information for water customer type of user and prepared summaries associated with its tariff brackets for all types of users, putting them before the decision makers to make the appropriate decisions for any tariff adjustments that may take place.</li> </ul>
From 1-5-2004 Till 28-2/2010	Jordan	WAJ	Head of Cost and Tariffs Section	<ul style="list-style-type: none"> <li>• Worked on the follow up of all governorates water collections, besides doing all necessary checking and analysis for the water quantities consumed and sold.</li> <li>• Issue collection, sold and consumed water periodic reports.</li> </ul>
From 1-6-2003 Till 30-4-2004	Jordan	WAJ	Head of Governorate s Follow up Section	<ul style="list-style-type: none"> <li>• Worked on incurred costs for each water source as an independent entity, where all cost types (direct, indirect, O&amp;M...etc) were calculated after which each entity costs were reported. The objective was for the Water Authority to assess and evaluate the financial position of the entity. This was done based on both cash and accrual basis.</li> </ul>
From 1-8/1994 Till 30-5/2003	Jordan	WAJ	Costs Accountant	<ul style="list-style-type: none"> <li>• Worked on budget planning, preparation of commercial and governmental accounts, besides financial and P&amp;L statements preparation.</li> </ul>
From 15-3-1985 Till 30-7-1994	Jordan	WAJ	General Accountant	

## **15. Other relevant information (e.g. Publications)**

### Workshops and Courses Participation (external)

- Capacity building for human resources Malaysia / Kuala 1/12/2011.
- Best practices in human resource management in the specialized countries Sharm El-Sheikh – Egypt.
- Human Resources Risk Management Egypt / Ghardaa 25/12/2014.
- Training Development Mechanisms Kuwait 19/3/2016.
- International Water Exhibition IFAT Germany / Munich 16/5/2018.
- Best Practices in Sustainable Development Management (TSM) Egypt / Alexandria Date 15/4/2019

### Workshops and Courses Participation (internal)

- Accounting Middle Centre Studies / University of Jordan 24/5/1993.
- Cost Accounting Institute of the Jordanian Administration 12/2/2000.
- Advanced Accounting Talal Abu-Ghazali Training Group 9 / 12/2003.
- Talal Abu - Ghazali Training Group.
- Analysis of Financial Information Talal Abu - Ghazali Training Group.
- Middle Administration National Institute for Training 20 4/4/2010.
- Strategic Planning and Organization of Work.
- Job Description and Classification. National Training Institute.
- The King Abdullah II Award for Excellence 16/10/2010.
- Support of Decision-Making Mechanisms National Training Institute 30/10/2010.
- Measuring the impact of the training group of joint efforts for training 20/4/2011 .
- Investment in human capital Group of joint efforts for training 31/1/2012.
- Civil Service in a Renewable Environment. Civil Service Bureau 15/12/2012.
- King Abdullah II Award for Excellence Award.
- Honorable Practices in Evaluating the Performance of the Civil Service Bureau 25/6/2016.

### Other personal certification (online):

- Core humanitarian certificate
- Procurement and logistics certificate for NGO,s
- Security risk management essentials certificate
- Personal safety and security certificate
- Nonprofit board member essentials certificate
- Financial management essentials certificate
- Marketing essentials certificate

### Committees and Working Parties:

- Employee Welfare Committee member
- Member of the Committee on Governance and Community Responsibility.
- Chairman of the Personal Standards Committee for the King Abdullah II Award for Excellence.
- Head of the team developing the job description cards.
- Member of the Water Authority Strategic Plan Review Team.
- Member of the Human Resources Committee.
- Member of the Committee of Rewards and Incentives.
- Member of the Grievance Committee.
- Member of the National Fire Fighting Commission.
- Member of the Committee for the strike and social violence.
- Member of FARA Team (USAID).
- Member of the Training Needs Assessment Working Group (TNA).
- Member of technical Sustainable Management Team (TSM).

### Gratitude Letters

- Letter for giving lectures on performance evaluation and civil service.
- A letter for the efforts distinguished as the head of the Personal standard and Win the bronze stage in the King Abdullah II Award for Excellence.
- A letter for the application of ISO (26000) community responsibility.
- A letter from the Institution of Standards and Metrology for the implementation of the principles of social responsibility.
- A letter from the Board of Grievances for cooperation with the Bureau.
- A letter for the efforts to achieve the GIZ Goals in TNA.
- Shield of Excellence for the ideal employee.

### Official Address:

	Details
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