

Peter Mujtaba CASH & VOUCHER ASSISTANCE - TECHNOLOGY SPECIALIST

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Profile

Accomplished and enthusiastic CVA (cash & voucher assistance) freelance consultant, specialising in data management systems, FSP (Financial Service Provider) partnerships, capacity building workshops, programme implementations and project evaluations. Recent and current projects include – implementation of the data management system and operational processes to provide CVA to Ukrainian refugees in the UK, an evaluation of the Red Cross CVA response in Ukraine and surrounding countries and an evaluation of the data management system piloted for CVA in Gambia, Tanzania, Rwanda and Zambia.

Previously employed as the Cash Technology and Innovation Lead at the British Red Cross, supporting the implementation of technologies used to deliver CVA in Africa and Asia – mobile money, data management, e-vouchers, payment cards and paper vouchers.

Previously deployed to the British Red Cross UK domestic CVA response for Covid-19, providing project management and technical assistance to set up the CVA programme delivering cash remotely through top-up contactless cards, validated using mobile phone technology as a response to the Covid-19 pandemic.

Other achievements

Successfully carried out the setup, training, testing and implementation of Cloud/SaaS micro-finance and CVA data management systems for international organisations - British Red Cross, REALL and Opportunity International.

More than 10 years experience in delivering practical field-level support in the implementation of micro-finance and CVA systems throughout Africa, India, Bangladesh, Philippines, Mexico, Europe and the UK. Successfully piloted cutting-edge software linking biometric identification with CRM and finance systems. Approached by Microsoft to showcase these projects.

Recent career history

Jan 2022 – Present	Freelance consultant specializing in humanitarian cash & voucher assistance (CVA)
Nov 2017 – Sept 2021	British Red Cross (International Directorate) Technology & Innovation lead – Red Cross humanitarian cash programmes
Dec 2014 – April 2017	REALL Head of Systems – International Development Charity
Oct 2012 – Nov 2014	Macmillan Cancer Support Senior Project Manager
May 2007 – July 2012	Opportunity International Senior Project Manager

Education and accreditations

- BSc 2.1 (Hons) in Business Computing Systems, The City University, London
- Prince2 Practitioner in Project Management and APMG Change Management
- PECT – Practical Emergency Cash Transfer Programming

Key information

Over 20 years' experience as a technical project manager and IT specialist with successful delivery of projects for international NGO's and private sector companies

Specialist in technology for Humanitarian Cash Assistance - hands-on project implementation, capacity building and project evaluations.

Completed PECT training with the Red Cross – Practical Emergency Cash Transfer Programming.

Prince2 certification in Project Management - Foundation and Practitioner

APMG certification in Change Management

2.1 BSc (Hons) in Business Computing Systems from The City University, London

Experienced in Agile and Waterfall project management methodologies - Scrum Master certification

Successful at completing all stages of the software project lifecycle including analysis, design, testing, training, data migration and go-live

Nationalities: British and Swiss

Languages: English (mother tongue), French (very good working knowledge)

Career History

Freelance consultant – Cash Assistance and technology projects

January 2022 - Present

- Currently completing an analysis of the data management system (RedRose) piloted for CVA in Gambia, Tanzania, Rwanda and Zambia.
- Engaged to evaluate the technology and FSP partnership of CVA distributed by the RCRCM (Red Cross and Red Crescent Movement) as part of its response to the Ukraine crisis. The evaluation covered Ukraine and surrounding countries, based on a SWOT (strengths, weaknesses, opportunities, threats) analysis.
- Short term assignment to provide technical support in the setup of a new cash assistance programme to support Ukrainian Refugees arriving in the UK. Responsible for the configuration, testing, training, documentation and general support of the RedRose data management system used for Beneficiary registration, cash and voucher allocation, reporting and auditing.

British Red Cross – International Directorate

November 2017 – Sept 2021

Technology and Innovation lead (Humanitarian cash assistance programmes)

- Provided direct support to Red Cross National Societies in Africa and Asia for the implementation and scale-up of cash data management systems, integrated with local FSPs.
- Implemented the technology solution for the UK CVA response for Covid-19. Tasks included analysis, system specification, FSP engagement and coordination, user training, system documentation and testing. Technologies included RedRose, SMS, mobile-money, pre-paid contactless cards (VISA), e-vouchers.
- Supported the IFRC as a co-trainer/facilitator at regional cash workshops in Africa and Europe to build capacity within National Societies in data management for CVA - Beneficiary registration, CVA workflow, project monitoring, project reporting, data security, data protection and beneficiary consent.
- Managed the creation of an online information resource for cash assistance programmes for the Red Cross and Red Crescent Movement (www.cash-hub.org). Delivered the project (start to completion), working with the Red Cross Digital team, vendors and stakeholders from the ICRC (International Committee of the Red Cross) and IFRC (International Federation of the Red Cross)
- Developed the innovation strategy for new technologies to enable humanitarian cash assistance to be delivered securely, efficiently and at scale, to people in crisis. New technologies included Digital identity, Distributed Ledger Technologies (e.g. Blockchain), biometrics, data management and electronic vouchers.

REALL

December 2014 – April 2017

Head of Systems, London/Coventry, UK

- Successfully managed the selection process and contract negotiation (ITT) for a treasury management and credit management system, for use across the REALL international network of partners.
- Completed the implementation of credit management software (Temenos T24 and The Musoni System), used by REALL's international network of partners. Responsibilities included project budgeting, resource planning, risk analysis, system testing, quality assurance, data migration, training and go-live processes - implemented in Africa, Philippines and the UK.

Macmillan Cancer Support

October 2012 - November 2014

Senior Project Manager, London, UK

- Successfully managed the ITT (Invitation To Tender) process for an Events Management System for use across Macmillan as part of its Digital Transformation programme. Tasks included facilitating the “requirements gathering” workshops, defining the vendor and product selection process, contract negotiations and stakeholder management.
- Seconded to the Ramblers Organisation to rescue a stalled project (funded by Macmillan Cancer Support) for the implementation of a Digital web platform to manage their “Walking For Health” programme.

Opportunity International, MIS

May 2007 - September 2012

Senior Project Manager – Global Micro-finance Charity, Denver USA/UK

- Senior implementation lead for a global microfinance charity. Managed the upgrade of Temenos T24 banking software and implementation of internet applications across Africa and Asia. Responsible for budgets, resources, risks and communication throughout the project lifecycle

Career History continued

Crossware, Auckland, New Zealand

August 2005 – April 2007

Senior Consultant

- Project manager and business analyst for a leading IBM business partner in New Zealand.
- Responsible for the development and implementation of a new CRM and Complaints Tracking system for the Health and Disability Commissioner of New Zealand (Government of New Zealand).

Hungryexpats.com, UK

May 2003 – July 2005

Entrepreneur – Dotcom startup

- Created an e-commerce business from scratch, selling British food to expats. Sold the business to a competitor.
- Ran the daily business activities. Tasks included: marketing, purchasing, distribution and business administration.

PricewaterhouseCoopers, London, UK

June 2000 – April 2003

Systems Analyst/Developer

- Systems analyst/senior developer for a global financial reporting system used internally by PWC to track the sales activities of management consultants in over 70 countries.
- Coordinated the conversion of a sales activities database to the euro currency for twelve European PWC offices.

Prutech (Prudential Insurance), London, UK

April 1999 – May 2000

Analyst/Developer

- Lotus Notes developer working as a member of the software development team for the creation of an intranet and HR system to process new staff and record staff bonuses and benefits..

PRASA Hewitt, Neuchatel, Switzerland

December 1996 – October 1998

Developer/Systems Administrator

- Responsible for all Lotus Notes staff training, application development and system administration. Liaised with the corporate head-office in the USA to ensure that global development standards were being applied locally.

Silicon Graphics (SGI), Neuchatel, Switzerland

November 1995 – November 1996

Helpdesk analyst

- Manager of the internal helpdesk, providing software support to internal users on an integrated manufacturing system (MFG/PRO). Tasks included bug fixing, solving network problems and general troubleshooting.

One year travelling

September 1994 – October 1995

Travelled and worked in New Zealand. Also travelled to Kenya, Tanzania, India, Australia, Singapore and Hong Kong.

Elsevier Science, Lausanne, Switzerland

February 1992 – August 1994

IT Manager

- Responsible for all PC related issues within the office including purchasing of new hardware and software, application programming, user training and PC maintenance.

Languages

- English : Mother tongue
 - French : Diplôme: Alliance Française. Lived and worked in the French speaking part of Switzerland for 7 years
 - German : Basic knowledge
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Additional Information

- London Ambassador Manager for the 2012 Olympic Games (Volunteer position).
 - Special Constable with the Metropolitan Police Service 2012 - 2016 (weekend volunteer position).
 - City & Guilds qualification in handcrafted furniture making.
 - Qualified Green Badge walking guide for the City of London and Westminster.
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