

MAHMOUD RAHIM MPA, GrDip

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EVALUATOR at Agriculture and Agri-Food Canada

PROFILE

PROJECT COORDINATION | PROGRAM EVALUATION | HEALTH AND PUBLIC POLICY | TRENDS/DATA ANALYSIS

- ✦ **Passionate evaluator and policy analyst offering degrees: Graduate Diploma in Public Policy and Program Evaluation and Master of Public Administration**, leveraged to perform project management, and support business operations.
- ✦ **Excellent knowledge of various levels of government, non-profit organizations** and connections to business, community; robust understanding **quantitative analysis techniques, health program management, and program evaluation**.
- ✦ **Exceptional consultative communication skills and writing abilities employed to draft briefing notes and publish articles on economic and public health policy**. Strong facilitation skills and experience leading discussions on a variety of topics and issues.
- ✦ **Foster culture of continuous improvement, engagement, and inclusion through relationship-building**. Confident leader with a keen ability to identify opposing viewpoints, discern potential sensitivities, remove roadblocks, **encourage consensus-building, and drive transformational change**.

ASSETS AT A GLANCE

Health Services Administration | Consultative Communication | Published Articles | Literature Reviews | Client-Centric Health and Data Informatics | Medical Terminology | Creative Problem-Solving | Team Collaboration | Business Operations Records/Database Management | Stakeholder Engagement | Program Evaluation | Diversity and Inclusion Advocacy | Political/Business Acumen | Tact & Diplomacy | Agility & Adaptability | Negotiation and Influence
MS Office Suite | Statistical & Data Analysis using SPSS and R | Business Process Design using MS Visio | Qualitative and Thematic Analysis using NVivo | Quantitative Analysis using MATLAB, Maple, C++, and Java

EDUCATION AND CERTIFICATIONS

Certificate in French, Durham College | In-progress, June 2024-present
Graduate Diploma in Public Policy and Program Evaluation, Carleton University
Certificate in Health Studies, Toronto Metropolitan University
Certificate in Risk Management, University of Toronto
Master of Public Administration, Queen's University
Bachelor of Arts, Political Science, University of British Columbia
Bachelor of Science, Electrical Engineering, University of Calgary

PROFESSIONAL EXPERIENCE

AGRICULTURE AND AGRI-FOOD CANADA, Ottawa ON

Evaluator | March 2023 – Present

CANADIAN EVALUATION SOCIETY-NATIONAL CAPITAL CHAPTER, Ottawa ON

Board Member, Strategic Partnerships Portfolio and Student Representative (Volunteer Position) | November 2022 - Present

- Collaborate with government, educational, professional associations, non-profit organizations, and other CES chapters like the Treasury Board Secretariat (TBS), Carleton University, the University of Ottawa, the Performance and Planning Exchange (PPX), and CES-Ontario to plan and execute networking events, knowledge exchanges, and collaborative events that further the mandate of the CES-NCC and the profession of evaluation.

UNITY HEALTH, ST. MICHAEL'S HOSPITAL, Toronto ON

Administrative Assistant – Interprofessional Resource Team | January 2022 – March 2023

- Exercise primary role in reviewing and screening resumes, scheduling and conducting interviews, reference checking applicants, and onboarding RN, RPNs, and PSWs for the department to facilitate nursing and support staffing for entire hospital.

- Utilize computerized staffing systems to allocate hospital resource staff members, identify and assign relief nurses and personal support workers from internal staff and staffing agencies and perform all related human resource functions for these staff members like inputting payroll information and the documentation of performance or disciplinary issues in accordance with corporate policies and union collective bargaining agreements.
- Liaise with and work in conjunction with the Patient Flow Clinical Manager and Unit Team Leaders to address patient volume and acuity, facility changes or deviations in expected staffing plans like sick calls or unmet staffing needs.
- Disseminate staffing and logistical information to multiple stakeholders including Patient Care Managers, Charge Nurses, and Clerical Assistants as appropriate.

THE BETTER CANADA INSTITUTE), Toronto ON

Non-partisan not-for-profit, and place for Canadians to research, engage with, and discuss public policy. Research teams present public policy in data-driven, accessible, and substantive ways so that Canadians can learn about/contribute to public policy issues.

Research & Policy Analyst (Volunteer Position) - Health Policy Team I Aug 2020 – March 2024

- Perform literature searches and review research evidence, translating data on immediate health care issues into plain language to inform the public and spark positive discussion with health care policy experts.
- Research and advocate for health-related issues such as expansion of the Regulated Health Professions Act and reform of the Canada Health Act, proposing solutions to contemporary health system problems.
- Solicit, analyze, and integrate input from stakeholders to inform development/evaluation of standards, policies, and guidelines.
- Apply organizational and planning methodologies and techniques to support complex projects; conduct evidence-based research that is data-driven, and non-partisan.

STATISTICS CANADA, Ottawa ON

Program Evaluation Consultant (Practicum Student) I November 2022 – December 2023

- Develop and implement mixed methods evaluation to create a summative evaluation designed to modernize the Education, Training, and Awareness Program in the Office of Privacy Management and Information Coordination at Statistics Canada.
- Successfully advise and assist senior leadership in evaluation development and identifying outcomes, logic model, indicators, strategies, activities, data collection, and analysis.
- Provide comprehensive advice to client on all phases of intervention process in addition to outcome assessments.
- Produced summative evaluation reports highlighting data and evidence concordance and key findings.

SOUTHLAKE REGIONAL HEALTH CENTRE, Newmarket ON

Program Clerical Support (Part-Time) – Cardiac Administration, Regional Cardiac Care Program I February 2022 – December 2023

- Integral part of the department, delivering high-level administrative/logistical support to the Cardiac ICUs and Wards.
- Assist doctors, nurses, and other allied health staff in transcribing medical orders which include laboratory, medication, treatment orders and diagnostic imaging.
- Coordinate completion of all clinical documentation from physicians; and proactively work with the unit clinical manager, clinical educator, and unit team leaders to ensure completion of documentation and clinical deliverables.
- Conduct patient database maintenance and data integrity, manage patient flow in the unit and between units, and schedule appointments and procedures for inpatients when they are discharged.

OAK VALLEY HEALTH, MARKHAM-STOUFFVILLE HOSPITAL, Markham ON

Patient Registration Clerk and Bed Allocator - Emergency Department I Sep 2020 - Jan 2022

- Interviewed patients following triage, to gather demographic and insurance information, and to screen for COVID-19.
- Admitted patients to wards in consultation with clinical staff, determining bed location based on staffing levels, clinical acuity, and unit census.

REXALL PHARMACY, Toronto ON

Business Improvement Manager I Aug 2016 - Aug 2020

- Managed procurement and movement of all inventories, financial administration, and overall business operations of the pharmacy including the reconciliation of invoices and the scheduling of unionized clerks and professional pharmacy staff.
- Coordinated improvement of health and business processes, allocation of staff and creation of business policies and KPIs.

ONTARIO MINISTRY OF TRAINING, COLLEGES & UNIVERSITIES, Toronto ON

Financial Analyst (Contract) I Mar - Jun 2015

- Processed 300 applications submitted by former Everest College students for re-training to determine eligibility for funding; made timely and accurate eligibility decisions and communicated to students verbally and in writing.

- Corresponded with students and colleges on inquiries relating to the status of applications, required documentation and any other questions related to the claims review and training completion process.

REGIONAL MUNICIPALITY OF YORK, Newmarket ON

Finance & Reserve Analyst (Contract) | Sep - Dec 2014

- Led the implementation and testing of new debt management system to house municipal debt information.
- Collaborated with system users, management team, and third-party software firm to ensure successful project completion.

ONTARIO MINISTRY OF FINANCE, Oshawa ON

Policy Analyst (Contract) | May - Aug 2014

- Developed database to store interdivisional meeting documentation/content to facilitate management decision-making on improving divisional logistics, preparedness and interbranch communication.
- Researched and analyzed tax policy, performing comprehensive SWOT analysis of proposed policies, standards, and guidelines, identifying potential impacts; provided analytical and research support to area of provincial sales tax policy, analyzing economic data to develop projections of Government's fiscal situation.

CERTIFICATIONS

TCPS 2: CORE-2022 | Panel on Research Ethics | October 2023
Mental Health First Aid | Mental Health Commission of Canada | September 2023
Certificate in Medical Terminology | The Michener Institute of Education at UHN | January 2021
Certificate in Risk Management | University of Toronto School of Continuing Studies | August 2020

MEMBERSHIPS AND AWARDS

Member, Canadian Evaluation Society | since July 2022
Queen's University School of Policy Studies Entrance Award | 2013
Natural Sciences and Engineering Research Council of Canada (NSERC) Undergraduate Student Research Award | 2009

LANGUAGE SKILLS

English | Fluent
French | Advanced Beginner Spoken and Written | Completed 5 University Courses in French | Ultimate Goal to Gain Fluency
Bengali | Intermediate Spoken
Arabic | Beginner Spoken and Written

RELEVANT ACADEMIC KNOWLEDGE

Graduate Diploma in Public Policy and Program Evaluation

Key Course Content: Canadian Public Sector Evaluation Practice; Research in Evaluation; Evaluation Design; Logic Models; Theories of Change/Action; Contribution Analysis; Descriptive and Inferential Statistics; Hypothesis Testing of Population Parameters; Regression Analysis in Evaluation; Analysis of Qualitative Data; Cost-Benefit Analysis; Pricing and Other Forms of Valuation; Discount Rates and Marginal Cost; Managing Evaluation at Planning Stages; Data Analysis Methods; Data Visualization; Reporting Techniques; Attribution Analysis; Culturally Responsive and Community-Driven Evaluation; Indigenous Evaluation.

Certificate in Health Studies

Key Course Content: Health Systems in Canada; Integrated Client-Centered Care; Healthcare Planning/Funding; Institutionally Based Model vs Wellness Model; Health Informatics; Electronic Health Records Management; eHealth; Evidence-Based Management; Service Delivery/Evaluation; Organizational Development & Culture; Statistics for Health Services Managers; Hypothesis Testing; Statistics Software; Analysis of Quantitative Healthcare Service Data.

Master of Public Administration

Key Course Content: Approaches to Policy Analysis through Briefings, Discussion and Critique; Memorandum to Cabinet.



Fact/Evidenced-Based Research; Policy Argumentation; Policy Document Writing; Risk Assessment/Mitigation; KPI Measurement; Strategic Communications Plans; Quantitative Analysis; Data Literacy; Implementing Public Policy; Public Administration and Roles in Federal/Provincial Government; Health/ Public Policy in Canada; Health Policy Issues Identification & Options for Healthcare Reform.