

HESSAM SAFAEE

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PROFESSIONAL SUMMARY

Operations and IT Support professional with over a decade of experience managing ICT infrastructure, procurement, and logistics in high-stakes, multi-stakeholder environments, including five years with the UN World Food Programme. Skilled in SAP-based procurement, IT service desk administration, and asset/audit compliance. Experienced in keeping operations running under pressure, including coordinating emergency telecommunications during disaster response. Starting a Master of Applied Management (Business Information Systems) in October 2026; seeking the next opportunity as my current WFP contract concludes.

CORE COMPETENCIES

Operations & Administration:

SAP ERP (Purchase Orders, Service Entry Sheets, Goods Receipts), Procurement & Vendor Negotiation, Asset Management & Audit Compliance, Meeting & Workshop Logistics, Document Control

IT & Technical Support:

EasyVista Ticketing Administration, Microsoft 365 & SharePoint Administration, LAN/WAN Network Troubleshooting, Hardware Deployment, Emergency Telecommunications

PROFESSIONAL EXPERIENCE

United Nations World Food Programme (WFP) - Tehran, Iran

IT & Administration Associate | Sep 2021 - Present

- Maintained 100% audit readiness across 3,000+ ICT and administrative assets by managing full-lifecycle tracking and reconciliation in SAP.
- Cut average help desk response time by 25% by implementing and administering the EasyVista ticketing system, coordinating 300+ weekly support requests.
- Reduced repeat help desk enquiries by 40% by developing user guides, training materials, and emergency instruction documentation for field staff.
- Restored emergency telecommunications and deployed satellite communication equipment for field teams during the 2023 Turkey earthquake response, maintaining continuity of relief operations.
- Processed Purchase Orders, Service Entry Sheets, and Goods Receipts in SAP, supporting continuous procurement operations for the country office.
- Coordinated logistics, scheduling, and stakeholder communication for UN workshops with up to 150 participants.
- Led migration of office documentation to SharePoint and established backup and continuity protocols for the country office.

Independent Business Planning Project - Tehran, Iran

Business Plan Author | 2019 - 2021

- Authored a complete business plan and market research report for a proposed real estate CRM SaaS platform, covering market sizing, competitive analysis, and go-to-market strategy for the UK property sector.
- Built five-year financial projections, including break-even analysis, sales forecasting, and cash flow modelling, to support a proposed GBP 50,000 capital raise.
- Defined product requirements and feature specifications for a multi-stakeholder CRM platform spanning real estate agents, landlords, tenants, and third-party contractors.

Iran Shipbuilding & Offshore Industries Complex Co. - Tehran, Iran

IT & Network Support | 2017 - 2019

- Improved system reliability by 15% across multiple departments by executing telecommunications upgrades and deploying 30+ new desktop environments.
- Administered LAN/WAN networks and supported 50+ IT systems as the primary escalation point for hardware, software, and connectivity issues.

Erteeash Gostar - Tehran, Iran

IT & Telecom Assistant | 2012 - 2017

- Reduced IT equipment procurement costs by 20% through vendor negotiation and supplier contract optimization.
- Delivered hardware and software support and authored disaster-recovery documentation for 6 departments, 4 councils, and 4 banks.

EDUCATION

Master of Applied Management (Business Information Systems)

Future Skills Campus, New Zealand | Commencing October 2026

Bachelor of Software Engineering

Parsa Private University, Iran | 2011

CERTIFICATIONS

TESS+ Certificate (Mobile Satellite Services & Testing) UN Security Communications Systems | Jul 2024

LANGUAGES

Persian (Native), English (Professional Working Proficiency)

WORK RIGHTS

New Zealand Student Visa - eligible to work up to 25 hours/week during study terms, full-time during scheduled semester breaks.