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**RESUME**

**Name: Mrs. Maaza**

**Maaza.319508@2freemail.com** **Date of Birth: 29 April1988**

**Nationality: Sudanese. Marital Status:** **Married**

**Address: Dubai / Deira Visa Status:** **Work Visa**

**I have a UAE driving license**

* **Objective:**
* To obtain a challenging and responsible position in a well-established organization that facilitates continues personnel and professional growth that will build on to enhance my professional skills.
* **Experiences:**
* **Call center and customer services in Sudan airways-Sudan (2008) for 8 months.**
* Answer customer questions and help.
* Directing customers to their needs from the company.
* Respond to communications and converted to a specialist.
* Data Entry.
* **Registrar and customer services in Sudan (2009 – 2010) for 1 year and 5 months.**
* Help customer.
* Arrange appointments.
* Data Entry.
* **Secretary and Admin Assistant at the Ministry of Finance-Sudan (2010 – 2012).**
* Official and non-official papers to the Ministry processing.
* Arrange appointments and Scheduling Visits.
* Drafting and printing of the ministry's own correspondence in Arabic and English.
* Responsible of all payment of suppliers.
* Keep contact with suppliers for any check, change and correct related to the statement.
* Prepare and transfer the staff salary to the exchange.
* Daily updated the financial records and documents.
* **Statistical Social** **Researcher, Statistics Center – Dubai (2011) for 3 Months.**
* Training supplement required for a period of three months from the Dubai Statistics.
* Interview families and fill out forms required of Statistics (NBS) Dubai Government**.**
* **Indian High School- Dubai. As Arabic Teacher – Dubai (2012 – 2016).**
* Working as a teacher of Arabic as a second language for non-native speakers.
* Checking and remarking students note books, test books & home work books.
* Assessing and continuously monitoring student progress.
* Planning, preparing and delivering lessons to classes.
* Encouraging students to actively participate throughout class.
* Using a modern and dynamic teaching approach which allows students to communicate easily using the Arabic language.
* Researching and devising entertaining, amusing, interesting, creative, productive lessons for students.
* Assessing and recording pupils progress by setting and marking coursework and examinations.
* Participating in staff meetings, extra-curricular activities, school outdoor activities & day-to-day responsibilities.
* Undertaking pastoral and supervisory duties.
* **Education and Qualified:**
* B.A in (IT) Faculty of Computer Studies, International University of Africa (IUA) 2005-2010, Khartoum, Sudan.
* KHDA’s approval as Primary Arabic Language Teacher.
* English language communication course.
* Master of Business Administration, Swiss Business School (SBS), Sharjah. (Studying)
* **Languages:**
* Arabic: Native.
* English: Fluent.
* **IT Skills:**
* Computer fluency with Microsoft Office™ applications.
* Good experience in (Excel ™, Word™, PowerPoint™, Outlook™).
* Ability to use computer related peripheral equipment.
* **Other Skills:**
* Familiar with Public administration, organization and management.
* Ability to write logical, comprehensive, concise reports and correspondence Good interpersonal & organizational skills.
* Efficient and pay attention to detail.
* Fast learner with passion for excellence.
* Develop and train others in following procedures and instructions for administrative activities.
* The ability to type fast in both English and Arabic.
* The ability to priorities and be flexible.
* Answering the phone.
* Possess a high degree of professionalism and dedication to exceptional quality.
* Ability to identify, evaluate and negotiate different types of business deals.
* Ability to accommodate to any situation and environment.
* Team player & ability to work under pressure.
* High experience in solving problems & ability to offer solutions.