**Ruba**

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* Objective

*Positioned to deliver professional excellence of operational management within*

*(An educational or administrative) institution.*

* Skills

Computer skills- *(Microsoft package)* Archives and inventory management Presentation skills

Business customer interaction E-Marketing English and French Languages proficiency.

* Qualifications

***Education and certifications***

* B.A of European Languages (French and English)

[Mu`tah University](http://www.mutah.edu.jo/) AL-KERAK, Jordan 2007-2010 Good *- (72.85)*

* High school certificate- *Scientific Stream*

Aqaba Secondary School for Girls Jordan 2007 *(80.00)*

* ICDL Certificate in English  *Jordan 2013*
* TOEFL ITP

[AMIDEAST Jordan](http://www.amideast.org/jordan) Jordan 2012 Score:  *(480)*

* DELF B1 Exam

[L`Institut Fancais de Jordanie](http://www.ifjordan.com/index_en.html) Jordan 2010 Score: (*53.00)*

* DELF A1 Exam

[L`Institut Français de Jordanie](http://www.ifjordan.com/index_en.html) Jordan 2010 Score: *(85.00)*

***Trainings and courses***

* Internal Audit Course Jordan 2015
* Customer Relations Management Program

BDC-[Maharat](http://www.maharat.org.jo/maharat/) Program Jordan 2010

* Accounting for None Accountants

[Irth Academy](http://www.irthacademy.com/) Jordan 2010 Very Good

* French Course (Levels 1,2,3,4)

[Irth Academy](http://www.irthacademy.com/) Jordan 2009 Very Good

* Comprehensive English Course (Levels 1,2,3,4,5)

[Irth Academy](http://www.irthacademy.com/) Jordan 2009 Very Good

* Experience

[***Ayla Aviation Academy***](http://www.aylaaviation.com/) Operation Manager FEB 2015-Present

* Improve the efficiency of Operations by Utilizing the Maximum Capacity of Recourses to reach the equality between inputs and outputs.
* Create new system for attendance to keep tracking the students disciplinary and their commitment to the Policy “Finger Print Machine “
* Create an Excel sheet “CMS “Cadet Master Sheet to have all Data Regarding the cadets which facilitate the job for all departments (Accounting, Ground School, Cadet welfare and Planning) .
* Conduct a minimum of three ‘spot check' audits within FS in April / August and December in every year to be fully prepared for any internal or external Audit.
* Experience-*Cont.*
* ensure that all correspondences between operations department and other department are running efficiently.
* Manage and Track the Aircrafts Documents Validity (Certificates, Radio License, check lists and Manuals) and arrange for renewal and / or update as needed.
* Mange and Track Flight Instructors and Cadets Documents Validity (Medical , Licenses , proficiency and currency )
* Work on different types of Flight School System (Flight log, Talons ETA, Flight Logger)
* Prepare all document needed for the flights, Local and x country flights, (flight Plan, landing and / or over flight Permit, General declaration) and liaise with the handling Agencies.
* Maintain Coordination with (*Civil Aviation Regulatory Commission-CARC)* andfollow up applications submittedfor the assignment of examiners or license issuing)
* Prepare and Manage (SOP, Check List. G1000, Cadet Guide, Maps, Manuals, Logbooks, high visibility Jackets, Stripes) for cadet and maintain the stock at the main stores in coordination with the storekeeper.
* Coordinate with Maintenance department regarding the aircraft Maintenance scheduled and non-scheduled Items, to insure the serviceability of all Aircrafts.
* Carry Out all Flight School Administrator Tasks

[***Ayla Aviation Academy***](http://www.aylaaviation.com/) Flight School Administrator May 2012-Feb 2015

* Administrate the process of mirroring all physical archives of 360 students’ database during 3 months within *zero* budget.
* Facilitate all *Human Resource* duties within flight school department and establish a comprehensive reference point for the department staff.
* Increase the speed of flight school students’ progress result reporting system by *15%*.
* Revise all needed documentation for ([*Civil Aviation Regulatory Commission-CARC*)](http://www.carc.gov.jo) annual audits.
* Improve corresponding system and formal communication log of the department.
* Initiate clear communication channels between flight school, ground school, and management.

[***Khaberni Real Estate***](https://www.khabernirealestate.com/)  Receptionist Mar2012 - May2012

* Classify and administrate free posting web accounts on marketing websites like:

<http://www.jordan-ad.net/> <http://www.oodle.com> <http://www.expatads.com> <http://www.olx.jo/>

<http://www.quikr.com/> <http://www.ammanads.com> <http://jordan.dubizzle.com> <http://jo.opensooq.com/>

* Schedule meetings agenda and customers appointments.
* Coordinate customer satisfaction reports and communicate with leasing customers, home owners and management team.

[***Al-Shami Eye Center***](http://www.facebook.com/ShamiEyeCenter) – *Aqaba Branch* Receptionist Jul2011 - Mar2012

* Compile weekly and monthly operational report (Accounting and Operations).
* Schedule patients’ appointments and follow up with their cases and progress until full recovery.
* Book appointments upon physicians schedule.
* Manage marketing via phone and in cooperation with promoting newspapers and websites Like: [ewaseet](http://www.ewaseet.jo/) and [facebook.](http://www.facebook.com)
* Archiving and maintaining all data, reports, and tests for all patients’.
* Manage all necessary back and front office support for the center including: medical equipments, maintenance, stationary and other services.
* Prepare accounting reports and present them on monthly basis to the Financial Manager.

Ended Services due to *Close of Business at Aqaba*.

Experience-*Cont*

[***Top Tours Travel Agency***](http://www.toptours.jo/) *Internship*-Operation Supervisor Mar2011 - May2011

* Track yearly contracts from hotels and restaurants in the southern sector of Jordan.
* Coordinate all tours and serve as liaison between travel agencies and touristic guides.
* Prepare logistical plans and schedules for tours
* Track daily deals with Car Rental Agencies for transportation plans.
* Issue invoices and track financial processes with clients, guides, transportation, hotels and restaurants and archive all processes in soft and hard copies.
* ***Public Schools*** Substitute English Teacher Sep 2010 – Mar2011

*(Al-Shamia School, Al-Thawra school, and Khawla Ben Alazwar)*

* Adopt exceptional methods of teaching through simplified understanding of the lessons content by mixing the modern techniques with the traditional manners as per the audience mental capacities.
* Instruct different age span during 6 month like: 1st, 4th, 7th, 9th, and 10th grade.
* ***Private Tutor*** English and French 2010 — Present
* Instruct different stages of French and English courses; beginners, undergraduates, and intermediate.
* Refrences:

Presented upon request