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**Shahira**

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##### Key Skills

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| * A native Arabic speaker and highly resourceful researcher, writer, and analyst with extensive background in translation, analysis, client servicing and journalism. A considerable record of over 2 published books of translation and unnumbered articles. Original crafty writer fond of connecting with people and exchanging information. Passionate about crafting snappy lines and choosing unique subjects. Ability to build rapport to build strong working relationships.
* Excellent time management and interpersonal skills with a strong determination to exceeding client and management expectations. Considerable experience in creating qualitative and quantitative metrics and insightful reports to serve business needs of world leading clients.
* Familiar with all types of online, print, and broadcast media. Knowledge of CAT tools. Knowledge of World-check, Salesforce, and GoldTier Application. Good knowledge of anti-money laundering and compliance KYC forms.

Education:

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| **Date** | **Certificate** | **Institution** |
| July, 2008 | BA of Languages and Translation Major: English | October Six University |
| July, 2004 | General Secondary Level Certificate Science Section | Orman Experimental Language  |

**References will be furnished upon request.**Employment History: Full-time Employment

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| Case Management Analyst, Thomson Reuters – (Penang, Malaysia)**Date of Employment: November, 2016 – Present**Delivering timely and accurate research, and creating then maintaining appropriate KYC records in the system. Extracting relevant data from various sources.* Screening individuals and entities using World-check.
* Scanning original documents into the system.
* Checking translations done by analysts of Arabic and French documents.
* Assisting the non-Arabic and non-French speakers with translations of their documents required.
* Meeting daily targets and applying policy of TR when required.
* Verifying the validity of documents provided by financial institutions working with TR, to establish that they comply with TR's policy updates.
* Remaining alerted by the constant changes of the policy updates and ensuring they were well-understood among my team members.
* Managing large volume of data stored in our systems to ensure that it can be easily reachable during future client outreach.
* Actively participating in QA/QC forums to make sure that the policy changes are cleared out regularly.
* Raising vague matters with subject matters experts within the organization and sharing the resolution with my team members.
* Taking additional administrative roles where assigned by the team lead, for example, organizing the work flow of cases, following up on the update of cases and reporting back to the team lead, etc.
* Main Achievement: In addition to acting as a CMA, on May 2017, I was chosen by my team lead to act as a group lead for CMAs in Penang and South Africa; the role entails coordinating and facilitating the relationship between analysts and client liason team, as well as QA and QC teams, in order to maintain a one-channel connection and avoid confusions. I was tasked by overseeing the publication process of 72 records under one group. 90% of the records were published in less than 20 business days. The role made me more confident and exposed to management techniques.
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| Senior Social Media Analyst, CARMA Advertising Agency – <https://www.carma.com/> – Egypt **Date of Employment:** June, 2015 – October, 2016* Analyzing data produced by social media tools and researchers, ensuring they were in the best form to meet clients’ demands.
* Delivering qualitative and quantitative reports using PPT, excel sheets, and word files, while meeting tight deadlines.
* Using social media tools like Engagor, Talkwalker and Socialbakers to obtain data when needed.
* Assisting in building brand perceptions and offering consultancy to clients on their performances.
* Writing media reports about users’ interactions in social media platforms in KSA and Bahrain to the Ministry of Information Affairs.
* Scheduling and organizing workloads while working with the analysis team and monitoring team across CARMA Group.
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| **Senior Writer of Top Ten Unit - CARMA Advertising Agency****Date of Employment: December, 2013 – May, 2015*** Translating/re-writing from Arabic to English reports created by researchers, and analyzing social media content in the Arab World.
* Identifying linguistic barriers of different dialects, including Egyptian, Libyan, Yemeni, Tunisian, Moroccan, Algerian, and other Gulf terminology.
* Preparing biweekly English report in cooperation with team of Arabic-speaking researchers; the report captured the top most discussed topics and categories of Arab World affairs.
* Identifying key influencers on social media in 17 countries across the Middle East, through manual research on Twitter, Facebook, Instagram, and others.
* Conducting internal ad hoc translations as requested by management.
* Checking accuracy of translation prior to sending it to client.
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| **Politics Assistant Editor, www.onislam.net - Egypt****Date of Employment: July, 2013 – December, 2013*** Following up on affairs pertaining to Muslim communities around the world, including
* topics related to terrorist attacks, Sharia courts, implementation of Islamic law in foreign countries, etc.
* Actively participating in departmental meetings and brainstorming sessions.
* Reporting about online and on-the-ground research finding concerning specific affairs as assigned by departmental manager and editor in chief.
* Networking with writers and correspondents, and assigning articles for publication.
* Management of a group of writers and freelancer editors.
* Identifying suitable candidates for writing for the website.
* Writing newsletters, features, editorials, and analysis pieces.
* Networking with at home and international correspondents, writers, and iconic figures in Muslim media, like CAIR officials in the US.
* Organizing and categorizing data, as well as writers’ performances to managing editor.
* Acting on behalf of departmental head when necessary.
* Conducting interviews with key figures and organizations in the West, especially UK and the US.
* Monitoring the Arab media and press and translating the briefs, reports, and opinions that are part of the interest of English readers. The material covered key political, cultural, economic, and opinion pieces that are related to the Muslim communities of the 22 Arab countries.

**OnIslam.net changed its name to Aboutislam.net.**  |
| **Homepage Editor, Onislam.net** **Date of Employment: December, 2012 – July, 2013*** Jolting ideas for publication as requested by the editor-in-chief.
* Assisting editor-in-chief with all editorial tasks, starting from running the editorial content on the front page of the website to communications with all staff members.
* Building close relationships between OnIslam.net and other media outlets like Huda TV, via representing the entity at international and national events.
* Connecting potential publishers and writers with OnIslam.net.
* Developing sense of selectiveness between of website media production and anticipating coverage of future events.
* Identifying new business opportunities in coordination with marketing and social media departments, under supervision of chairman of board and chief editor.
* Using Google Analytics to gauge viewership rankings of website content.
* Assisting design and social media departments to create designs to promote content produced by the website.
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| **Subtitling editor, Iqraa International TV** **Date of Employment: November 2010 – October 2012*** Translation and copy editing of Islamic programs through using subtitling workshop.
* Edited texts under supervision of the head of translation department.
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| **International Accounts Advisor, Vodafone Telecommunication Services, (UK Account) – Egypt****Date of Employment: August 2009 – December 2009*** Working in a multinational environment, with different types of cultural behaviors.
* Communicated fluently in English with customers over the phone.
* Solved the problems of customers in liaison with concerned departments
* Developed a sense of being positive and focus on the solution to achieve resolution of a given situation.
* Worked on a shift basis and developed a sense of being flexible towards work timings.
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| **Translator, New Vision for Translation and Culture – Egypt Date of Employment: Joined August 2008 – July 2009** Translation of Islamic and cultural texts from EN<>AR language pairs.  |

Freelance/Remote Employment

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| Freelance English <> Arabic Translator, Omni Translation (KL – Malaysia)**Date of Employment: January, 2017 –Present**Translating Arabic <> English language pairs. * Translating packaging of products made in Malaysia from English to Arabic for localization purposes.
* Proofreading the Arabic of other translators after the project has been designed on PDF formatting to ensure consistency of translation has been met during production.
* Translating official documents, mostly birth certificates and educational degrees from Arabic to English or English to Arabic.
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| Freelance Translator, Al-Jazeerah.net (Al-Jazeerah Forum) Translated articles that appeared on Al-Jazeerah.net as part of the 9th Al-Jazeerah Forum in 2015. Some of the translations were edited by the website's editor. Links to these articles: [Link 1](http://forum.aljazeera.net/forum-2015/programme/plenary-sessions/authoritarianism-and-future-democracy-arab-world) [Link 2](http://forum.aljazeera.net/forum-2015/programme/plenary-sessions/regional-and-international-scope-conflicts-arab-world) [Link 3](http://forum.aljazeera.net/forum-2015/programme/seminars/conflict-arab-world-reasons-manifestations-and-repercussions) [Link 4](http://forum.aljazeera.net/forum-2015/programme/seminars/will-turkish-policies-change-after-june-2015-elections) |
| Freelance Translator, Nielsen Market Research Company – Dubai Date of Employment: January 2016 – August 2016.* Translating audio files from Arabic to English.
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| Freelance Translator, TNS Market Research Company – Dubai Date of Employment: December 15/ 2013 – December 2015Translating audio files from Arabic into English.  |
| Freelance Literary Translator, Nairi Translation Services – [www.nairitranslationservices.co.uk](http://www.nairitranslationservices.co.uk) - United Kingdom Date of Employment: October, 2014 – March, 2015 (Translator)* Successfully completed the translation of one novel from Arabic into English.
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| Published Articles  |
| CAIR on Boston Bombings (Interview) ([LINK](http://archive.li/1KiGu#selection-1537.1-1542.0))Ukrainian Muslims: Problems Resolved? (Interview) ([LINK](https://themuslimtimes.info/2013/11/21/ukrainian-muslims-problems-resolved-interview-with-dr-emad-abu-ar-rub-head-of-fatwa-committee/)) Islam and Politics in Chicago ([LINK](http://www.muslim-library.com/dl/books/English-Collection-of-Interviews-on-US-Muslims.pdf)) check page 71, authored by Shahira Mahran |

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| Linguistic Skills |
| Arabic: Native Speaker |
| English: Excellent (Written and spoken) |
| French: Beginner (written) |

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| Personal Data |
| Date of Birth: August, 13, 1987 |
| Marital Status: Single |
| Nationality: Egyptian |

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