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| **Fatima.373014@2freegmail.com**  |  |

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**Fatima**

* **Personal information:**
* **Date of birth: 24/11/1981.**
* **Social status: Single.**
* **Nationality: Jordanian.**
* **Education:**
* **Bachelor degree in English Language &Literature. in 2008 from AL-Hussein Bin Talal University / Faculty of Arts - good evaluation (72.63%).**
* **Baccalaureate degree in science section / Tawjehi - in 2000 / good evaluation (76.4%).**
* **Training, & Certificates:**
* **Training demands in a preparation course for the TOEFL test, around 50 hours in AL-Janoob Center for Consultation & Training / Mu'tah University, from (20/10/2008) to (23/12/2008).**
* **American International Certificate, IBT TOEFL - (Internet Based Test Examinee Score Report IBT Test from ETS & TOEFL USA) – in 2010, (will be renewed).**
* **ITP TOEFL TEST from ETS & TOEFL USA / was held in AL-Yarmouk University on 28/6/2011, (will be renewed).**
* **Sharing a training course for teachers, (Program on the Road outreach), sponsored by the British Council on March 2009.**
* **TOEIC (Test of English for International Communication) TEST from ETS, was held in the American Language Center (ALC) in Amman, Jordan, sponsored by the American Embassy on 17/5/2016.**
* **TOEIC (Test of English for International Communication) TEST from ETS, was held in the American Language Center (ALC) in Amman, Jordan, sponsored by the American Embassy on 23/11/2016.**
* **TOEIC (Test of English for International Communication) TEST from ETS, was held in the American Language Center (ALC) in Amman, Jordan, sponsored by the American Embassy on 4/1/2017.**
* **Child Protection sponsored by the British Council (Workshop & E-Learning Certificates on 16 & 17 March 2017), as the following:**
* **Child protection awareness.**
* **Child protection Focal Point.**
* **Working Towards A Child Safe Organisation.**
* **Experiences & Qualifications:**
* **Administrative Assistant:**
* **in AL-Ra’e for General Trade, for (three years, one month & one week), from (15/5/2008) till (22/6/2011). The several duties as the following:**
* **Making correspondence & the needed translation (answering phones, mailing, scanning, faxing, & copying with management)**
* **Managing the calendar & distributing information within the office.**
* **Answering phones, taking memos, checking emails.**
* **Maintaining office records & arranging files on different subjects (filing & computerised).**
* **Arranging the different meetings & preparations of the staff & for other companies.**
* **Following-up the trade relations (orders & offers).**
* **Administrative assistant & customer service:**
* **in AL-Handal International Group/head office in Dubai, AL-Handal for General Trade Company / Amman Branch / Jordan. For (2 years & 8 months), from (28/6/2011) until (1/2/2014). The several duties as the following:**
* **Working as coordinator & sourcing between the group’s branches.**
* **Supervising the travel arrangements by preparing travel requests.**
* **Supervising the hotels booking for visitors' accommodations**
* **Making correspondence & translating the contracts (financial, trading, & employees' ones).**
* **Assisting with day to day operations of the HR functions & duties.**
* **Performing many extra duties that needed.**
* **Administrative assistant & an executive secretary:**
* **in AL-Basem for Real Estate Consulting Company, Amman / Jordan. For (1 year & 10 months) , from (1/6/2014) until (1/4/2016). The several duties as the following:**
* **Making correspondence & the needed translation (answering phones, mailing, documents & computerised filing scanning, faxing, & copying with management).**
* **Managing the calendar & distributing information within the office.**
* **Making the needed translation & following-up the whole management operations.**
* **Assisting the HR section functions & preparation the staff meeting.**
* **Assisting in presenting the scope of work.**
* **Performing many extra duties for the different company sections may be needed.**
* **Freelance Translator from 15/4/2016 1/3/2017:**
* **Translated many types of research from English to Arabic and vice versa.**
* **British Council 27/3/2017 till now:**

**Examination Department Services / Venue Staff - Invigilator ( Part Time according to my availability ):** **Invigilators have a key role in upholding the integrity of the external examination / assessment process.**

* **The role of the invigilator The role of the invigilator is to ensure that the examination is conducted according to the boards and the British Council's regulations and standards in order to:**
* **ensure all candidates have an equal opportunity to demonstrate their abilities.**
* **ensure the security of the examination before, during and after the examinations.**
* **prevent possible candidate malpractice.**
* **prevent possible administrative failure.**

**The main workshop with the British Council was about the values, vision, purpose & the policies. We were focusing on policies in the first place; as the following:**

* **British Council Polices:**
* **Equality, Diversity and Inclusion (EDI):** **EDI is about treating people fairly, identifying and removing barriers that get in the way of this so that groups which continue to be disadvantaged gain access to opportunities. It includes ensuring people are not treated unfairly because of their age, disability, ethnicity/race, gender, religion or belief or sexual orientation.**
* **Customer Services.**
* **Child Protection (Workshop & E-Learning Certificates on 16 & 17 March 2017):**
* **Child protection awareness.**
* **Child protection Focal Point.**
* **Working Towards A Child Safe Organisation.**
* **Green Environment.**
* **Health & Safety Standards.**
* **Functional Competencies, Languages, & Skills:**
* **Knowledge Management and Learning:**
* **Shares knowledge and experience.**
* **Actively works towards continuing personal learning, acts on learning plan and applies newly acquired skills.**
* **Development and Operational Effectiveness:**
* **Ability to perform a variety of specialised tasks related to Results Management, including support to design.**
* **planning and implementation of the program, managing data, reporting.**
* **Ability to provide input to business processes implementation of new system, including new IT based systems.**
* **Good knowledge of Results Management Guide and Toolkit.**
* **Leadership and Self-Management:**
* **Focuses on result for the client and responds positively to feedback.**
* **Consistently approaches work with energy and a positive, constructive attitude.**
* **Remains calm, in control and good humoured even under pressure.**
* **Demonstrates openness to change and ability to manage complexities.**
* **Fluency in Oral and Written English and Arabic.**
* **An extensive experience in translation in many fields: researchers (PhD theses & master research), books, articles, contracts, & websites.**
* **Experience in the usage of computers and office software packages (MS Word, Excel, outlook,.. etc) and advance knowledge of spreadsheet and database packages,**