**Naamaa**

**Naamaa.375631@2freemail.com**

**Personal Details:**

* Date of Birth: 4/2/1992
* Place of Birth: Kyoto – Japan
* Marital Status: Single

**Educational Background:**

* **Master Degree in Strategic Business Design – Istanbul Aydin University (Currently Enrolled)**
* **MBA-AASTMT**, [Arab Academy for Science, Technology & Maritime Transport](http://www.aast.edu/).

 Master of Business Administration Accredited by Higher Ministry of Education (Finished 1 semester).

* **MSc of Science in Child Psychology, SouthCreek University.**
* **Mini MBA Accredited by Cairo University Class of 2014.**
* **2009/2010 – 2012/2013 Degree of Bachelor of Science in Business Administration, the British University in Egypt Class of 2013.**
* **2010/2011 – 2012/2013 Degree of Bachelor of Science in Business Studies, Loughborough University, UK. Class of 2013.**

Major: General and International Business Studies – Overall Grade: Good

* **Topic of Thesis: “Women Empowerment and Entrepreneurship”**
* **2009: King Saud 48 Schools, Riyadh, Saudi Arabia**

Thannawya Amma (EGP Track) – Overall Grade: Excellent

* **Work Experience:**

**Quality & Assessment Senior Specialist at the British University in Egypt-BUE (Sep 2016 - Currently):**

* To assist the Head of Quality and Validation in leading the Assessment and Quality Department, distributing tasks, and reporting to the Head of Department
* To create a Departmental Profile which includes establishing a Departmental Strategic Plan, Team Structure, and Internal Performance Evaluation Framework.
* To design a new usable and interactive webpage for the Department in the University Website.
* To produce an interactive Student Handbook.
* To design the recruitment process and proceed with it along with my line manager.
* To produce the annual publications of the University Academic Year Calendar.
* Act as a facilitator for BUE partners to develop mutual processes.
* To interact with international universities and maintain a diplomatic relation with them.
* To develop processes that aim to help students understand and follow on the Academic Regulations and the overall University procedures.
* To generate new processes and introducing them to help facilitate the efficiency of the outcomes.
* To act as an initial contact point for students and staff seeking advice on regulatory and other matters relating to assessment and quality, referring them to more senior staff as appropriate.
* To contribute to the preparation of the department’s annual plan.
* To supervise the Q&V team and work closely with different departments (Financial, Procurement & Student Affairs) to ensure the efficiency of the mutual activities.
* To provide specialised advice to students on the procedures for submitting different claims and requests.
* To oversee the filing process for documents received from different faculties.
* To supervise the process of planning, organising and preparing the Academic Appeals Committees documentation.
* To provide reports, statistical data and analysis on administrative and assessment processes including appeals and impaired performance.
* To contribute in preparing the Final Exams Timetables.
* To lead the organisation of the examinations including the preparation of exam seating lists and invigilation packs and liaise with the Faculties/Departments as necessary.
* To oversee the process of collection, storage and distribution of examination stationery, maintaining strict security at all times.
* To oversee staff updates to the information for students and staff section on the BUE website.
* To assist in maintaining and managing Q&V shared drives.
* To maintain hard copy confidential student files.
* To participate in the administration of graduation ceremonies.
* To develop team members understanding of quality and assessment.
* To develop, maintain together with the Head of Quality and Validation, a culture of customer service within the team

 Any other duties as directed by the Head of Quality and Validation

**Part-Time Teaching Assistant – Cairo University (Sep 2015 – currently):**

The Modules I taught:

* Strategic Management.
* Human Resource Management – HRM.
* Human Behavior.
* Introduction to Psychology.

**Voluntary Teaching in Orphanage (Sep 2015 - currently):**

* Teaching Kids aged 3 - 8.
* Designing their daily schedules.
* Communicating with disabilities and responding to their needs.
* Communicating with the school teachers to get feedback on their performance.
* Improving their personal skills.

**Quality Assessment Coordinator at the British University in Egypt-BUE (Nov 2014-Aug 2016):**

* To file all important documents received from different faculties and departments.
* To communicate with students, staff and other stakeholders in person, by phone, by email and by letter.
* To maintain hard copy confidential student files.
* To produce letters, reports and other documents from the database.
* To provide clerical support for University Committees, Examination Boards and Programme Review Panels.
* To act as an initial contact point for students and staff seeking advice on regulatory and other matters relating to assessment and quality, referring them to more senior staff as appropriate.
* To assist in the collection, storage and distribution of examination papers and scripts, maintaining strict security at all times.
* To assist in the publication of assessment and final award results to students.
* To assist in the production of transcripts and award certificates.
* To assist in the administration of graduation ceremonies.
* Any other duties as directed by the Head of Quality and Validation.

**Administrative Assistant in the Institutional Planning and Development Unit-IPDU at the British University in Egypt-BUE (March 2014-Oct 2014):**

* To assist in conducting surveys to gather necessary data that support new proposals with regard to new programmes, future expansions and enrollment planning.
* Provide managerial information to support strategic planning of the Unit.
* Provide clerical support for the unit members.
* To provide statistical report and planning models to assist in the forecasting of number of students.
* To integrate data from a wide range of internal and external sources on University performance relating to education and research.
* To manage the Unit webpage to provide online data and reports as well as conduct all related surveys.

**Direct Sales Advisor - OSN Global direct T.V. (Oct.2013-Feb.2014)**

**Job Responsibilities:**

* To manage a team of 6 sales representatives to ensure obtaining/exceeding the weekly target on time.
* To approach strategy implemented by the sales representatives.
* To supervise the system used by the sales representatives and modifying errors.
* To review the financial statements regarding the daily sales revenue of the branch.
* To provide guidance to the sales representative as well as advice once needed.
* **Previous Training and Activities:**

**UPGRADE Business Enablers for Management Consulting (July- Sep 2013).**

**Summer internship where I used to:**

* Worked in the project planning team and the marketing team for a Project called ”Connect” for business promotional and networking events aims at connecting multi-national companies with national companies as well as SMEs existed in Egypt to give opportunities for businesses to expand and grow.

**Responsibilities**:

* To assist in preparing the Agenda
* Team member who contributes in designing and executing Connect promotional event through brainstorming, creating and gathering new ideas and following up tasks of the team.
* To conduct SWOT analysis, cost-benefit analysis, contacting companies’ managers and entrepreneurs and managing social networks accounts and groups (Facebook, Twitter, and LinkedIn).

**Secretary of Manager Officein E-Teda for IT services and consultant (July 2010).**

**Summer internship where I used to:**

* Prepare daily schedules for the manager.
* Prepare meeting agenda.
* Contact other companies, schools and universities to propose our project "E-Servia".
* Provide clerical support for the manager.

 **Program Coordinator in BUE summer program (2010-2011).**

* Summer internship where I used to work as a coordinator between the BUE admins, program attendees and the instructors to create a cycle that facilitates communication between all the parties.

**BUE** – **Head of operation in the Students’ Union (2012-2013).**

* To manage a team of 3 main committees.
* To assure aligning individuals goal with the main goal which is serving the BUE students and providing them with all the facilities, tools and the information and knowledge needed; for the best university experience and for the good utility of the university's assets.
* To conduct a workflow process to insure alignment of the team goal, the importance of sequence functions to get the best quality of work, matching "the low-cost and best-quality strategy".
* To handle, respond as well as solve teams’ issues, concerns and ideas.

**BUE** – **Multi-cultural society vice president (2012-2013).**

* To manage a team who’s responsible to provide the BUE students with cultural and multinational events, programs and lectures.
* To allow BUEians to open up to diversity, exchange different cultures, backgrounds and perspectives as well as discover new ways of dealing and managing differences and difficulties.

**PR coordinator in ENACTUS BUE to represent Egypt -Non-profit organization- (2011-2013).**

* To contact and communicate with companies to sponsor and develop our sustainable charity projects.
* **Skills and Interests:**

**Interpersonal Skills:**

* Mind-mapping and brainstorming skills.
* Adaptable to change.
* Fast learner and eager to engage in new experiences.
* Long term planner.
* Facilitation and process development skills.
* Strong customer service skills
* Capable of meeting deadlines
* Excellent Analytical / Conceptual skills.
* Excellent Organization skills
* Problem solving skills.
* Leadership skills.
* Mentoring skills.
* Presentation skills.

**Computer Skills:**

* Excellent knowledge of Microsoft Office
* Internet search and browsing

**Language Skills**:

* Arabic: Mother Tongue
* English: Fluent in both oral and written language

**Interests:**

* Charity works – Reading – Traveling – Yoga.