*MARWA AL KASSEM’S CV*

**Nationality(**born): Canada

**Language**: English Native speaker, and Fluent in Arabic.

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`**OBJECTIVE:**

Seeking an opportunity where I can implement the best of my skills and continue to upgrade my knowledge in a people-oriented environment. To experience up to the highest standards in a professional atmosphere to fulfil my duty. I strongly believe that joining a dynamic Company will strongly reinforce my skills and put me one step closer towards my career goals.

 **EDUCATION:**

* Abu Dhabi international Private school from 2000-2009
* Graduated high school from International Community School (Abu Dhabi) 2009-2011
* Bachelor’s degree in Arts of Communication of Public Relation 2011-2015
* Post-Graduate Diploma in Teachers Education in Abu Dhabi University 2018-2019

 **HIGHLIGHTS OF QUALIFICATION:**

* Committed to high standards of job performance
* Excellent computer skills (Microsoft Word, PowerPoint, Excel)
* Reliable, Punctual and a proven ability to complete tasks on time, and the ability to work really well with others.
* Influential, Creative, Imaginative and well Organized, when strategically planning
* Excellent Interpersonal Communication Skills
* Persuasive, Ambitious, Team player, and Team leader
* Focus on building and maintaining strong relationships with students, staff, and Parents.
* Motivate myself and my team to keep focused and always prepared for problem solving.
* Excellent with time management

**WORK EXPERIENCE:**

**social advisor at formula one, Abu Dhabi in 2010**:

* Took care of all ID work for the guests
* Made sure everyone participated in the event was taken care of, ready and seated.
* Welcomed everyone with a tone of excitement and helped them with any questions necessary
* -Made sure everything was organized and according to plan during this important event and pleased everything was perfect and already to enjoy the best entertainment as promised.

**Supervisor |At the adnec EXHIBITION | abu dhabi March-FEBUARY 2011:**

* Worked as a supervisor and team player to have my work environment feel as an equal
* Making sure all guests felt welcomed and that they received the best of service
* Showed them the way to where they check in, in order to receive their badge that would allow them to enter the event
* Was capable to successfully have all employees complete their tasks right on schedule

**Receptionist at The Canada trust bank in canada |MAY 2011- SEPTEMBER 2011:**

* An operator as well of Assisting and helping customers
* Helping customers by showing them their options then choosing the plan that is best for them
* Then I will send them to one of the counselors, so they start open an account and paper work to make it official.

**Synovate research for african and eastern. Novermber 2011 – December 2012 Abu Dhabi:**

* Conducting surveys and research for ford motors.
* Called chosen candidates, introducing myself and company, and kindly asking for their opinion and feedback for our services.

**Receptionest at a toyota car company in canada Summer of 2014:**

* I greeted guests in and out of our office
* Answered phone calls in a well manner and assist them in anyway.
* Managed all appointments for my boss and specific employees.
* Organized files and documents for easy access.

**Taught english as a second language | Emirates college abu dhabi | 2014- 2015:**

* Amazing opportunity to have taught such bright students of a classroom of 11 in total
* Was able to have them challenge themselves with practice exercises that covered all the material for the course.
* Managed to make learning for them fun and enjoyable regardless of their age.
* with no pressure of time limit or stress, they were able to cover all the course work with excellent grades by the end of their term

**Internship at western desert oil company abu dhabi | summer of 2015:**

* Completely different experience nevertheless was a pleasure to work with the team.
* Able to learn about the role of the Public Relations team in an oil field/company
* Trained to supervise Oil tanks and maintain the process of cleaning each one and having them delivered.

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* I also worked another role in Public Relations by dealing with the paper work of new employees, such as explaining the process, then making sure their residency and health card is ready by the end of the week.

**Business development officer | effect plus abu dhabi | april 2017- JANUARY 2018:**

* Role was to make meetings and create a new clientele.
* Introduce the medical portal, as a software development agency
* Learn about the software, the E claim management, and inventory.
* Role was to maintain this business and develop clients to work with us and help make the company grow.
* Assisted my boss, and went to all business meetings and helped introduce the company, and was mostly the Speaker moving forward.

**Internship in Teacher Training in Future Leaders international private school. (September-December 2019)**

* First month of my training was Observation, where I would sit at the end of the classroom observing the teacher and students in order to learn about their teaching methods and School Curriculum.
* Second month I took part in the classroom as the teachers assistance. Me and the teacher would take turns teaching by splitting the duration of the class in half.
* Third and last month of my training, I had gained enough knowledge and practice of being a teacher in the school. And took complete control and role as a Teacher for the rest of the term, while the actual teacher was the one who sat at the end of the classroom to observe and grade me and my overall performance

 **Part-time Teacher At the Future Leaders International Private School. (February 2020)**

* Worked after school hours as a Study Support English Teacher on a daily basis. Able to experience teaching different grades each day as assigned to me.

**Project with the Department of health.** ( April 15- June 1)

* Installed sim cards within the smart watch for all Covent 19 patients for the safety of this country
* Our client was Etisalat, where they helping the country be safe from the disease.
* Moved up and worked in the tracking and monitoring department, replying to emails and and assisting the ones who are infected and wearing the watch.
* Customer service

 **Worked part time with AMAZON. ( June 7-July 8)**

* As a customer service representative and leader of my team.
* Following and tracking courier with their shipments to be delivered on time to the right address.
* INTERESTS AND HOBBIES:
* *Travelling*
* *Reading and Writing stories, fiction or non-fiction.*
* *Motivational speaker*
* *Teaching*
* *Camping, Hiking, & Exploring.*

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