

Dana Zuhair Awad



Dubai - UAE



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B.A, Archaeology degree and professional Diploma Degree in Teaching- undergraduate with **10 years of experience** in managing and administrating student's affairs, students counseling, study pathdirecting, review students support initiatives, evaluate and implement recruitment initiatives, teaching physical and regional geography and office management.

Professional Synopsis

- Strong leadership and interpersonal skills coupled with excellent verbal and written communication skills.
- Highly skilled in Managing, Training and Coaching teams at Multiple Locations with Diversified complex assignments. This includes ef ficient work force planning and effective allocation of staff members to relevant assignments.
- Excellent analytical skills, innovative, critical thinking and problem-solving capabilities
- Develop and maintain outstanding client relationships while man aging multiple engagements efficiently and effectively.
- Strong presentation and reporting skills.
- Always thought off as a strategic partner, hard worker and an efficient problem solver.
- Excellent in dealing with Microsoft Office.
- Good command of English language and distinguished competence in Arabic reporting

Experience

Arabic B trainee Teacher at Star International mirdif School Feb 2019-APR 2019

Social Studies teacher for the secondary education level at Arab Model School August 2017 - May 2018

- Teach students about physical and regional geography, earth sciences, how technology relates to geography, and environmental or cultural elements of the discipline.

- Expose students to the relationship between people and their geographic region in order to understand how humans might have adapted to their surroundings.
- Use visual materials or technology to assist students in learning geographic topics. In addition to developing and teaching lesson plans.
- Plan field trips and research projects that present geographical elements of local, international or unique areas.

Customer Service Manager at Al Aref Transaction Following Sept 2015 - Oct 2016

- Develop and implement customer service policies and procedures
- Define and communicate customer service standards
- Review and assess customer service contracts
- Oversee the achievement and maintenance of agreed customer service levels and standards
- Direct the daily operations of the customer service team
- Plan, prioritize and delegate work tasks to ensure proper functioning of the department
- Ensure the necessary resources and tools are available for quality customer service delivery
- Review customer complaints
- Track customer complaint resolution
- Handle complex and escalated customer service issues
- Monitor accuracy of reporting and data base information

Students' affairs Manager at Jordan Hotel School Sept 2006 - Aug 2015

- Leading and Managing the department of the student's affairs.
- Collaboration with other colleges and/or departments to ensure a coordinated approach to student recruitment and retention activities.
- Provide coordination of program activities for students regarding departmental services.
- Attend and participate in staff meetings, professional development seminars and other student support related meetings.
- Coordinate and administer student support to enrolled and prospective students, such as course registration, graduation processing, petitioning, withdrawals, program documentation, computer accounts, information sessions, receptions, and student orientations.
- Counsel and confer with students providing program procedures, policies, goals, and objectives, technical guidance, and problem resolution. Directs students to appropriate advisor or departmental manager.

- Planning and development goals and objectives for the student services unit in conjunction with the college strategic planning.
- Identify target groups in consultation with academic and student affairs departments/programs for student recruitment on and off campus; makes visits to appropriate groups.
- Initiate, develop, and sustain strong positive relations with program coordinators and departmental leadership to ensure achievement of the mission and goals of the department and college.
- Review college students support initiatives to ensure student, faculty, and administration needs are met.
- Development and production of program advertising, promotional flyers and related recruitment initiatives.
- Implement student recruitment initiatives and participates in the evaluation of such initiatives

Geography teacher for the secondary education level at Jordan Hotel School

- Teach students about physical and regional geography, earth sciences, how technology relates to geography, and environmental or cultural elements of the discipline.
- Expose students to the relationship between people and their geographic region in order to understand how humans might have adapted to their surroundings.
- Use visual materials or technology to assist students in learning geographic topics. In addition to developing and teaching lesson plans,
- Plan field trips and research projects that present geographical elements of local, international or unique areas.

Executive Secretary at Habash Auditing and Accounting Office *Jan 2004 - April 2005*

- Provide administrative and clerical support to departments or individuals
- Schedule meetings and arrange conference rooms
- Prepare agenda for meetings
- Allocation of resources to enable task performance
- Coordinate office staff activities to ensure maximum efficiency
- Help in managing and evaluating staff performance
- Help in recruiting office staff

- Organize orientation and training of new staff members
- Design and implement filing systems
- Handle customer inquiries and complaints
- Ensure security and confidentiality of data
- Ensure office policies and procedures are being adhered to
- Implement procedural and policy changes to improve operational efficiency
- Greet and receive visitor
- Prepare operational reports and schedules to ensure work efficiency

Education

Professional diploma in teaching- Al Ghurair University- Dubai 2018

Master's Degree in Sociology- undergraduate from University of Jordan 2012

B.A, Archaeology degree 2003

General Secondary Education Level, High school 1999

Training

- Archaeological Fieldwork training; June 2002 - Sep 2002
- ICDL Certificate; 17th June 2006
- Writing Exam course; 2006
- Training Teacher; 2006
- English Language courses at The British council and The American ESL center.
- Accomplished level 1& 2 in the Hebrew language.

References available upon request