**OBJECTIVE**

A motivated individual with excellent administrative, diplomatic, organizational skills, conflict management/dispute resolution specialist, neutral facilitator skills, work under pressure, manage a complex workload often under tight deadlines, and handle overlapping requests. Focused on bottom-line, action-oriented problem solver who thrives on innovative challenges in a variety of working environment.

# EDUCATION

Accelerated **Bachelor of Art & Master of Science** in Conflict Analysis and Resolution

George Mason University, Arlington, VA ***Dec. 2016***

Bachelor of Art in English Literature – University of Damascus, Damascus, Syria ***Mar. 1993***

**SKILLS & CERTIFICAIONS**

* Verbal and written fluency in Arabic and English
* Proficient in Microsoft word, Excel, and power Point
* Certified Court Mediator -20 hours practice at Commonwealth of Virginia Courts ***Sept. 2014***
* Congressional Recognition Certificate, U.S. House of Representative, Peer to Peer ***Feb. 2017***

# Fieldwork with Syrian Refugee Camps (Zaatari, Jarash, Irbid, Talebieh) in Amman, Jordan *Aug. 2015*

# Simulation training - Atlantic Hope on Humanitarian Crisis at Indian River State College *Mar. 2014*

**PROFESSIONAL EXPERIENCE**

* **Office Assistant at Friendship Logistics, Global Shipping Logistics *Dec. 2011-Present***

*5505 Cherokee Ave, Alexandria, VA 22312 /* *(703) 658-1348*

Managed Ocean Services shipping and acted as a consultant in Air Consolidation Services; coordinated Air Freight Forwarding shipping service; and assisted with federal projects such as US Core Of Engineers projects, State Department cargo, Foreign Military Sales (FMS) Projects, heavy Lift cargo, as well as commercial cargo.

* **Academic Adviser Assistant at Embassy of United Arab Emirates *April 2003-Sept. 2006***

*Military Office 2406 Massachusetts Avenue NW Suite #300 Washington DC, 20008 / 202-243-4382*

Provided academic advising to undergraduate and graduate students; conducted personalized meetings to assist students with course selection and graduation plans tailored to their academic interests and goals; audited and evaluated students’ progress, including credits earned and academic standing; performed transfer credit evaluations; arranged students’ travel itineraries during medical conferences and facilitated their stay in the U.S.

* **Office Manager at Embassy of the H.K. of Jordan *Sept. 1995 – Mar. 2003***

*3504 International Dr. NW, Washington, DC 20008* *(202) 966-2664*

Provided administrative and clerical support to departments or individuals; prepared confidential and sensitive documents; drafted official documents; assisted with preparing office budget; coordinated committees and task forces; scheduled and arranged medical appointments including: travel arrangements; prepares medical records and hotel reservations; maintained security clearances for the Jordanian delegation from State Department.

**ADDITIONAL EXPERIENCE**

* **Internship: Assessed in proposal writing, aided with all logistics related to programs at:**
* Program Office Assistance Intern atPartners Jordan, Jordan- Amman ***July 2014***
* POA Intern at Food and Agriculture Organization of the United Nations (FAO) Iraqi office/Jordan ***Aug. 2014***