

## Professional Profile

*A resourceful and articulate professional with a wealth of transferrable skills from a diverse career; a variety of formal education has provided my employers and myself with respected success. Key qualities are strong administrative skills, documentation accuracy, computer skills and excellent communication both written and verbal. I have strong leadership skills, ability to work well in a team environment or individually with a natural talent for effectively prioritizing tasks.*

## Skills Summary

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- Fluent in English, French and Arabic.
- Administrative experience and Due diligence.
- Interpretation and translation skills
- Excellent communication skills, highly dedicated, and focused.
- Strong computer skills, including working knowledge of most of Microsoft Office.
- Client service oriented & work effectively as part of a team.
- Demonstrated ability to set priorities, meet deliverables and work with minimal supervision.
- University Law school graduate (June 2001)

## Career Summary

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### **Calgary Immigrant Women's Association**

August 2019

- Freelance community interpreter/ translator

### **URBA – Batna – Algeria**

November 2009 – September 2015

#### Quality Control Manager and Internal Auditor

- Ensure that the organization's Quality Management System conforms to customer, internal, ISO 9001, and regulatory/legal requirements.
- Ensure evaluation of, and reporting on, vendor quality systems.
- Oversee inspection of all deliverables, ensuring that they meet requirements.
- Manage the monitoring, measurement, and review of internal processes, especially those that affect the quality of the organization's deliverables.
- Lead a team of Quality engineers, inspectors, auditors, analysts, and technicians
- Work with customers, employees, contractors, and outsourcing firms to develop product requirements.
- Report to top management on the performance of the Quality System Management (QMS) (e.g., results of quality audits, corrective actions), including the need for improvement.
- Conduct periodic management review meetings.
- Responsible for accuracy and timely certification of the devices.
- Update standards, regulations/laws, issues, and news with respect to service quality

#### Litigation Counselor (Legal matters)

- Part of the in-house counselor's team providing legal protection and services to the company in addition to its employees.
- Translation of administrative/legal documents from Arabic to French.

### Office Administrator (Human Resources)

Answer general phone inquiries using a professional and courteous manner while directing inquiries to the appropriate staff members

- Sort incoming mail, faxes, and courier deliveries for distribution
- Provide administrative support to management and other staff
- Arranging the schedule for field trips and logging respective work hours.
- Answering staff queries about time sheet or pay slips.
- Printing and handing of pay slips out to the employees
- Managing employees' worked hours for processing their monthly pay.
- Processing holiday, sick and maternity pay including expenses and deductions.
- Calculating overtime, shift payment and salary increases adjustments.

### Education, Certification and Training

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|---|---------------|
| • CIWA LMB Interpretation & Translation Program   | Apr- Aug 2019 |
| • Community Interpreter Certificate (CISOC)   |               |
| • Certified English - French (CILISAT)  |               |
| • Quality control management/ISO9001-2008 (INPED)   | Mar. 2013     |
| • Certificate of Capacity For the profession of Barrister,<br>The National Institute of Productivity and industrial Development Algeria | Mar. 2013     |
| • Bachelor's Degree in Law Studies, University of Batna/Algeria   | Oct. 2001     |
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### Volunteer Work

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| • Translation of documents through the Calgary Immigrants<br>Women's Association from English to French and Arabic and vice versa | Jul.- Aug. 2019 |
| • Interpretation assignments in court and in Social centres through CIWA  |                 |
| • Serving meals: Drop-in centre - Bellatrix shift - Downtown Calgary  | Aug. 2017       |