

# SONDOS ZAYAN

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Languages: Arabic and English Place of Birth: Kuwait Gender: Female Residence: Transferable 18 Birthday: 07/07/1997

## PROFILE

Accomplished professional with over 6 years of versatile experience in HR, administration, education, translation, project management, and operations and technology. Proven ability in performing a wide array of tasks, including recruitment, training, employee record-keeping, operations coordination, and administrative support. Additionally, have experience in teaching and serving as a web content writer/translator, specializing in English to Arabic. Proficient in using systems such as Bambo HR, Mystro HR, Oracle, Sales Force, CRM, Figma, Microsoft Office, Outlook, and social media, I bring a comprehensive set of skills to contribute effectively to diverse organizational needs.

## EDUCATION & QUALIFICATIONS

PBS – Master of Business Administration-Malaysia	2024
CMI - Diploma in Strategic Management & Leadership Practice	2024
Alison - Diploma in Human Recourses Human Recourses	2020
The Open University – UK-Bachelor of Arts Program in English language and literature with Business studies	2020
Arab Open University - Kuwait Branch - Bachelor of Arts Program in English language and literature with Business studies	2020
Alsafer school - High school from Kuwait (Secondary Stage)-Scientific	2015

## WORK EXPERIENCE

### Operations & Technology Coordinator | B. Online KW (Gulf Net) Sep 2022 to Present

The role involves providing the Director with comprehensive clerical and administrative support, organising top management meetings, and managing office supply orders. Responsibilities include generating and filing work orders, maintaining schedules, preparing documents, and managing data entry systems. The position requires coordinating with the Technical, Project, Sales, Procurement, Store, HR, call centre, and Finance departments to ensure seamless operations. Tasks include contract administration, site acquisition for network expansion, and handling legal matters. Proficiency in managing Trello and Salesforce systems is essential, along with expertise in operations management, financial reporting, and contract management.

### English Language Teacher | Future Generation Academy Jul 2022 to Sep 2022

Teaching kids from all over the world in fun ways with creative skills by using my background in Montessori Education.

### Human Resources Administrator | Bleach Cleaning Services Feb 2022 to Jun 2022

The role focuses on recruitment, including preparing job descriptions, posting ads, and managing the hiring process, along with administrative tasks to enhance the workplace environment. Key responsibilities include assisting with performance management, maintaining employee records in compliance with legal requirements, and ensuring accurate digital record-keeping. Additional duties involve addressing HR inquiries, supporting payroll and HR projects, reviewing employment conditions for compliance, and fostering employee satisfaction and organization. Proficiency in HR operations, recruiting, process improvement, HRIS, and payroll is essential.

### Administrator Officer | Gulf Engineering Company K.S.C.C Jan 2021 to Feb 2022

Being actively involved in recruitment by preparing job descriptions, posting ads and managing the hiring process. responsible for administrative tasks and you'll contribute to making the company a better place to work. Assist the manager in everyday operations, getting employee schedules and assigning tasks to team members, responsible for the organization of all administrative and clerical duties arranging meetings and appointments, preparing important documents and writing reports.

**Administrative Coordinator | Trust Company****Jun 2019 to Jan 2021**

Perform basic human resource tasks, assist the manager in everyday operations, get employee schedules and assign tasks to team members, responsible for the organization of all administrative and clerical duties and arrange meetings and appointments, prepare important documents and write reports.

**PART-TIME EXPERIENCE**

Human Resources Internship | Trivayu | Online

**Dec 2021 to Feb 2022**

Human Resources Secretary | Human Resources Secretary | Training

**Jul 2021 to Sep 2021**

Teacher | kindergarten Iqra

**Jul 2017 to Jan 2018****CERTIFICATES**

✓ Putra Strategy Simulation Programme	<b>Jul 2024</b>
✓ Launchpad for Women Cloud Digital Leader EMEA Edition	<b>Oct 2024</b>
✓ Introduction to Cybersecurity: Cisco	<b>Dec 2022</b>
✓ Graphic Designer: University of Colorado	<b>Oct 2020</b>
✓ Marketing Gerencial: Universidad de Chile	<b>Sep 2020</b>
✓ Translation Quality Management: Palex Group Inc	<b>Sep 2020</b>
✓ Preparing to Manage Human Resources: University of Minnesota	<b>Jul 2020</b>
✓ Project Management Professional (PMP): LearnSmart	<b>Jul 2020</b>
✓ Financial Accounting Fundamental: University of Virginia	<b>Jun 2020</b>
✓ International Computer Driver's License (ICDL): Specto Training	<b>May 2020</b>
✓ Managing the Company of the Future: University of London	<b>Apr 2020</b>
✓ Excel Skills for Business: Essentials: Macquarie University	<b>Jan 2020</b>
✓ First Step Korean: Yonsei University	<b>Jan 2020</b>
✓ Initiating and Planning Projects: University of California, Irvine Division of Continuing Education	<b>Jan 2020</b>
✓ Berlitz Proficiency Level 3 Course in English: BERLITZ	<b>Jul 2017</b>

**SKILLS**

Command of HR technology-Organizational-Strategic Thinking-People Management-Social Work-Communication