**Sarmad T. Hameed**

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**OBJECTIVE**: obtain a position with a dynamic organization that will best utilize my skills and talents to the best of its ability to offer unmatchable and selfless service.

Summary of qualifications

* Fluent speaker of Arabic.
* High‐performing, strategic‐thinking professional.
* Ability to handle crisis situations with minimum supervision.
* Ability to gather Information and assess client situation rapidly and accurately.
* Ability to relate positively to program director, staff, community service providers, and clients.
* Flexibility to deal effectively with a variety of people, situations, problems and challenges.
* Ability to work alone or as part of a team.
* Ability to complete paperwork thoroughly and accurately.
* Familiarity with internet and experience with e-mail.
* Ability to work with difficult situations and provide a high level of service to clients.
* Love to serve other people with great passion to help those who are in need.
* Have successfully done work that regularly involved interacting with people, other than co-workers, from a foreign country or from different ethnic or cultural backgrounds
* Ability to interact effectively with clients from varying backgrounds.
* Ability to maintain courteous demeanor when meeting hostile or frustrated clients.
* Have a valid driver’s license, valid vehicle insurance and reliable transportation
* Remarkable ability to develop trusting relationships with clients without becoming emotionally involved.
* Proficiency in Microsoft Office applications
* Ability to work independently and handle pressure.
* Sound ability to keep sensitive information confidential.
* Emotionally mature and uncommon ability to handle responsibility.
* Comfortable working in a multicultural environment.
* Able handle and organize multiple projects simultaneously.

TECHNICAL EXPERTISE

* Office Equipment: Fax machines, photocopiers, videoconferencing, and general office equipment.
* Computer: Spreadsheets, word processing, database management.
* MS Office: Word, Excel and PowerPoint.

Professional Experience:

G4S Secure Solution Columbus, Ohio USA 04/2016-Present

Upscale Security Officer

* Perform security patrols of designated areas on foot or in vehicle
* Watch for irregular or unusual conditions that may create security concerns or safety hazards
* Sound alarms or call police or fire department in case of fire or presence of unauthorized persons
* Warn violators of rule infractions, such as loitering, smoking or carrying forbidden articles
* Permit authorized persons to enter property and monitors entrances and exits
* Observe departing personnel to protect against theft of company property and ensure that authorized removal of property is conducted within appropriate client requirements
* Investigate and prepare reports on accidents, incidents, and suspicious activities
* Provide assistance to customers, employees and visitors in a courteous and professional manner.

Community Refugee and Immigration Services Columbus, Ohio USA 10/2015-02/2016

Receptionist

* Serve visitors by greeting, welcoming, directing and announcing them appropriately
* Answer, screen and forward any incoming phone calls while providing basic information when needed
* Receive and sort daily mail/deliveries/couriers
* Maintain security by following procedures and controlling access (monitor logbook, issue visitor badges)
* Update appointment calendars and schedule meetings/appointments
* Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc.

Lutheran Services of Georgia Atlanta, GA 01/2013-02/2015

Administrative Assistant

* Creates files for each new client. Monitors receipt of required documentation. Makes copies of required documents and places them in the client’s file(s).
* Conducts client interviews to complete the client intake supplement form and other required paperwork.
* Enters and updates information into database as it is received.
* Maintains quality of databases by monitoring co-workers entries into the database(s). Identifies record deficiencies and work with responsible staff to get errors and omission corrected.
* Keeps a calendar of arrivals and communicates any changes with program managers, case managers, and logistics staff.
* Prepares paperwork for orientations, including photocopying documents, filling out paperwork required by programs. Assists with administering orientations as needed.
* Responsible for scanning outdated files and uploading them into a secure storage website.
* Shreds outdated files once securely uploaded.
* Works with matching grant resource administrator to ensure accurate completion for match grant section of files.
* Ensures that all files are accounted for and properly completed each month. Ensures that items are filed in an organized manner for quick retrieval and reference.
* Research and creates data and assemble them into statistics.

Central Parking System Atlanta, GA 12/2011-12/2012

Parking Cashier

* Complete business transactions (tickets/revenue collection)
* Provide customer service – answer questions, provide information
* Prepare cashier reports; document all transactions
* Make cash drops
* Report all irregular transactions
* Balance revenue to cashier reports
* Document discrepancies (lost tickets, gate malfunctions)
* Follow Special Event ticket handling procedures
* Comply with all work rules as outlined in the Central Parking handbook.

Culpepper & Associates Security Services, Inc. Atlanta, Georgia USA 02/2011-11/2011

Security Officer

* Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
* Obtains help by sounding alarms.
* Prevents losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.
* Controls traffic by directing drivers.
* Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
* Maintains environment by monitoring and setting building and equipment controls.
* Maintains organization's stability and reputation by complying with legal requirements.
* Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; evaluating new equipment and techniques.
* Contributes to team effort by accomplishing related results as needed.

MVM Inc. Baghdad, Iraq 02/2008- 01/2011

Arabic translator/interpreter

* Convert concepts in the source language to equivalent concepts in the target language.
* Compile information, such as technical terms used in legal settings, into glossaries and terminology databases to be used in translations.
* Speak, read, and write fluently in at least two languages, including English and one or more others.
* Relay the style and tone of the original language.
* Manage work schedules to meet deadlines.
* Render spoken messages accurately, quickly, and clearly.

Iraqi Ministry of Oil Baghdad, Iraq 08/2005- 07/2009

Assistant Human Resources Manager

* Work closely with department managers in writing and placing job vacancy ads.
* Assist with screening resumes, interviewing candidates, drug testing, and assists with hiring new employees.
* Provide clear, effective, timely and constructive feedback to management on interviewing techniques and effective labor relations.
* Conduct new employee orientations and safety training programs, ensuring all necessary forms and documents are completed.
* Set up all necessary personnel files and maintains related records.
* Conduct exit interviews with employees leaving the company. Providing them with pertinent and accurate information.
* Answer benefit questions for managers and employees, as well as assist with problem solving.
* Ensure that documentation is completed.
* Conduct follow up to ensure that all parties are kept informed.
* Process all salary changes due to [merit increases](http://www.jobbankusa.com/resumes/free_samples/examples_templates_formats/human_resources_manager.html), promotions, bonuses, and pay adjustments. And ensure that all necessary documents are received, information is entered into computer database, and forwarded to payroll.
* Develop, extract, maintain and update key human resource metrics and other workforce management data such as turnover, recruitment costs, demographic profiles, terminations, projected retirements and skill shortages, etc. utilizing ad-hoc reporting tools on the HRMS database.

L3 Communication (US army contractor) Baghdad, Iraq 1/2004 - 07/2005

Arabic translator/interpreter

* I have assist military personnel to interact and communicate with local populace while conducting non-combatant missions, provided interpretation support at military traffic control points and local media events, and provided translation/interpretation for the training needs to develop the Iraqi Army capabilities including weapon training, medical courses, meetings, etc.
* Assist military contracting officers to interact and communicate with local populace while conducting non-combatant missions.
* Provide interpretation support at military traffic control points and local media events.
* Provide translation/interpretation for the training needs to develop the Iraqi Army capabilities.

Education

Dekar High School, Diploma Completed in 1997

Baghdad, Iraq

Al-Mamon College, Bachelor of Arts degree, Major: English language Completed in 2003