

CURRICULUM VITAE

Ola Jamil Abu Allan



Contact Information

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CAREER OBJECTIVE

Willing to be employed in a profit and non-profit organization where I can deploy my leadership abilities, share my knowledge and skills that gained through my work in NGO, working in challenging environment and gaining good experience

LANGUAGES

Arabic:	Excellent
English:	Excellent

EDUCATION

Bachelor Degree in Translation -English 2007 from Applied Science University –Very good average

June 2014 to 2020 : I work in international Medical Corps Organization (NGO) as protection case manager in Amman Office **for (7 Years).**

I worked as focal point in Zarqa office in IMC ORG

Job description and responsibilities:

The role of Case Manager is to provide ongoing support and expertise through comprehensive assessment, planning, implementation and overall evaluation of individual client needs. The overall goal of the position is to enhance the quality of client management and satisfaction, to promote continuity of care and cost effectiveness through the integrating and functions of case management, utilization review, and management and discharge planning

Scope of Work:

- Organize the development of initial care plan with focus on any immediate safety concerns.
- Monitor on-going care plan development with special attention to safety issues and stabilizing the family from the effects of domestic violence.
- Establish short-term goals and include steps to address safety and immediate family stability.
- Ensure that all care plan activities have time lines and support services.
- Coordinate the provision of social services to patients, families, and significant others to enable these parties to deal with the impact of illness on individual family functioning and to achieve maximum benefits from healthcare services.
- Serve as a client Advocate.
- Enhance a collaborative relationship to maximize the client's and family's ability to make informed decisions.
- Conduct review for appropriate utilization of services from admission through discharge/termination.
- Evaluate client satisfaction and quality of care provided.
- Ensure involvement of local authorities, community leaders, and community groups in creating community network which increase access to better health and social services for vulnerable population of Jordan.
- Provide regular updates and reports to senior management staff as required; contribute to donor reports and internal IMC reports as required.
- Perform other job-related duties as requested by Supervisor.

Deliverables:

- Weekly Updates
- Weekly and monthly report

Feb 2013: I worked as the head of the Administrative Department at Amman Arab University. **(1 year).**

Sep 2012 to 2013: I worked as office Manager of president University **(1 Year)**

Feb 2011 to 2012: I worked at Amman Arab University as Secretary of the Council of Deans **(2 year)**.

JUN 2010 to 2011: I worked as Executive Secretary in Main Office White World Company for Trade and imports and Exports (Mundo Blanco) for **(1 Year)**

Sep 2008 to 2010 : I worked as English teacher at Al Qimma school at international department (2 Years).

TRAINING COURSES AT IMC

- Leadership and supervision.
- SOPs
- GBV
- SGBV Survivor
- Safeguarding
- Case management.
- Alternative foster family.
- BIDs
- TOT
- Coaching and supervision

Other Trainings:

-Course Training of translation in Talal Abu Ghazaleh Organization (4 months)

-Course of trainee translators in Talal Abu Ghazaleh Organization (2 months)

- Course instantaneous & consecutive translation in Tala Abu Ghazaleh Co. International (2 months)

-Training in Aqaba Office as newsletter in Talal Abu Gazaleh Organization

-HR Course in OPTIMAL Company.

- ICDL course

KEY SKILLS

Skills:

Computer	Using MS Windows. Using MS Office Internet (E-mail , Browsing ,searching and chat) Premiro System.
Communication Skill	With other People.

PERSONAL QUALITIES

<ul style="list-style-type: none"> • Ability to work under pressure.
<ul style="list-style-type: none"> • Ability to persuade and influence others with excellent negotiation skills.
<ul style="list-style-type: none"> • Ability to work in multi-ethnic settings and dynamic environments.
<ul style="list-style-type: none"> • Self motivated, dynamic, energetic and hard working.
<ul style="list-style-type: none"> • Positive attitude and interpersonal skills
<ul style="list-style-type: none"> • Excellent patient relationship skills. • Excellent multitasking, time management, problem solving • Strong attention to details skills. • Strong Personality • Time management skills • Ability to handle sensitive /confidential information professionally • Professional Email Correspondence skills • Supervisory and organizational skills • follow up and monitoring skills

REFERENCES

Reference	Company	Position	Phone
Zaineh	IMC	Team leader	0777441626
Israa	Amman Arab University	supervisor	0799716535
Maria	Amman Arab University	Administrator	0798129371