Nadia Rahmania

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**PROFESSIONAL PROFILE**

Organized, results-oriented professional with15 years of international experience in Management and coaching. Looking for a position in a professional environment that encourages dedication and fruitful hard work.

**EDUCATION**

**Master of Science in Management** 2006

*School of Higher Business Studies, Montreal*

**Bachelor of Science in Finance and Economics with Honors** 1997

*ENA, Algeria (National Management School)*

**PROFESSIONAL EXPERIENCE**

**Math Teacher** 2019-2020

ILM Academy, Fremont, CA

* Teach Mathematics for 5th, 6th, and 7th grade classes.
* Observed and evaluated students’ performance, behavior, social development and physical health.
* Enhanced student learning by optimizing wide range of instructional materials and activities to help enhance the classroom’s experience.
* Evaluated and revised lesson plans and course content to moderate classroom discussions and student-centered learning.
* Taught using advanced Singapore curriculum for the best teaching level for students.

**Test Scorer** 2018

Pearson, Austin, TX

* Evaluate student responses and score according to customer supplied scoring guide.

**Private Tutor** 2010 – 2017

Doha, Qatar

* Worked one-on-one with high school students to improve Math, French, Arabic and Reading skills.
* Review class material with students by discussing text, working solutions to problems, reviewing worksheets or other assignements.
* Adjust learning material according to student level. Including students with disabilities.
* Created lesson plans, and practice tests to prepare students for weekly assessments.
* Guided students to develop academic confidence and self-sufficiency.
* Helped struggling students improve Math tests grades from D to B+.
* Achieved 99% parents/students satisfaction.

**Senior Administrative Officer**  2002 - 2009

Laurentian Bank, Canada

*Mortgage Operations Department 2005 – 2009*

* Submit applications to credit analysts for verification and recommendation,
* Approve loans within specified limits, and refer loan applications outside those limits to principal manager for approval,
* Control of authorization and payment of purchase invoices,
* Manage weekly staff meetings to share information, respond to issues and avoid escalation, and develop intensive program to improve performance,
* Comply with and help to enforce standard policies and procedures and processes and proffer possible solutions to challenges encountered,
* Addressing complaints and resolving problems,

*Customer Service Representative 2002– 2005*

* Responded to customer inquiries, complaints and comments on a daily basis, and determined corrective action for high-call volume department.
* Processed transactions, including money transfer, deposits and withdrawals and, data entry to update client files.
* Perform cash and check balancing by ensuring all the daily and monthly cash counts are accurate.
* Described promotional offers and used persuasive sales techniques to upsell services and/or convince clients to apply for additional banking services.
* Ensure that all customer needs are met and handle appropriately during their initial contact.

**Technical Support Representative** 2000-2002

Bell Canada

* As the first job in Canada, I worked in call center assisting inbound customers in programming troubleshooting and discovering root cause of problems in connections using the company databases, customer information, and with the collaboration of other departments.
* Contribute in the growth of the company through identifying sales opportunities, promoting Bell services and offering service contracts.

**Government Official** 1997-2000

Algerian Prime Ministry Cabinet

*Executive office of The Chief of Cabinet 1999-2000*

* Receive overseas travel requests of ministers, Public Officers and Agents of Government,
* Obtain cost estimate of assignments and approve expenses,
* Provide recommendations to the Chief of Cabinet for approval.

*Budget and Accounting Department 1997- 1999*

* Performs professional budgetary and accounting work involved in the planning, analysis, preparation and administration of the annual equipment budget;
* Direct compilation of data based on statistical studies and analyses of past and current years to prepare equipment budget and to justify funds requested.
* Review operating budgets periodically to analyze trends affecting budget needs.
* Consult with unit heads to ensure adjustments are in accordance with program changes in order to facilitate long-term planning.
* Prepare comparative analyses of operating programs by analyzing costs in relation to services performed during previous fiscal years and submits reports to director of organization with recommendations for budget revisions.

**Intern** spring**,** 1997

Ministry of Economy and Finance, Paris, France

Budget Department

* Perform an induction to the day to day activities of the department

**SKILLS**

* Strong Work Ethic
* Proactive with high organizational ability
* Analytical and problem solving skills
* MS Office proficient
* Conflict resolution skills
* Strong interpersonal skills
* Ability to learn new things quickly.