Personal Information

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| **Name** Hanan Ijam  **Nationality** Canadian  **Date of Birth:** July 5th 1979  **Marital Status**: Married | **Email** [hananijam@hotmail.com](mailto:hananijam@hotmail.com)  **Phone** (+971) 050-1296587  **Email** [**ammaralnasseri@hotmail.com**](mailto:ammaralnasseri@hotmail.com) |

Professional Experience

**British School Al-Khubairat – Abu Dhabi, UAE**  June 2014

**Exam Invigilator**

* Performed GCE examination invigilation tasks including:
* Distributed exam papers to students.
* Took examination attendance.
* Invigilated examinations.
* Collected exam papers, sealed them into an envelope.

**Center for British Teachers (CfBT) – Abu Dhabi, UAE** Feb ’09 – Jul’11

**SLO- School Liaison Officer**

* Administrative tasks including:
* Responded to parents' queries about the school.
* Received applications for admission and checked that the required documents are submitted.
* Collected new student information when they joined the school and input the information on the school system, as per Abu Dhabi Education Council (ADEC) requirements.
* Supported the school and the project in collating information e.g. for student attendance, assessment data and uploaded the information onto databases.
* Took attendance for the school (Grades 1 to 5) on a daily basis and called parents of absent students to find out the reason of absence.
* Member of the Health and Safety Committee. Checked class rooms for health and safety concerns (wiring, water leakage, etc.).
* Organized large and small meeting events.
* Supported the completion of spreadsheets required by the client.
* Dealt with suppliers in regards to orders from staff.
* Translation services between Arabic and English including:
* Verbal interpretations
* Project based translations being as part of a wider SLO team
* Cultural assistance involving:
* Providing guidance and support for the team on cultural and contextual issues to ensure sensitivity to the local community
* Acting as the liaison between families and the school in preparing for and hosting school and community events

**TD Bank– Toronto, Ontario, Canada** Sep ’05 - Aug ‘08

**Financial Services Representative (FSR)**

* Completed IFIC (Investments Funds in Canada) course
* Responsible for opening chequing and savings accounts
* Responsibility includes opening of RRSP accounts and directing the contributions into GIAs/GICs
* Completed applications on behalf of clients for lines of credit, secured/unsecured loans, VISA and overdraft, for clients
* Filled in for Teller and Branch Greeter positions during times of staff shortage and times of high customer traffic

**IBM – Toronto, Ontario, Canada** Sep ’01- Aug ‘02

**Auditor**

**IS-Internal Support**

* Solved various problems that clients would have with an IBM Intranet Website
* Dealt with extremely difficult situations & developed excellent customer service skills
* Promoted to auditor due to outstanding performance
* Audited Management processes and ensured that internal processes were followed

Education

York University, Toronto, Ontario  
**Bachelor of Art in Business and Society, Jun 2005**

Computer Skills

* **Software**

Experience in Microsoft Office Suite.

* **Electronic Communication:**

Skilled at using the Internet for electronic mail, data gathering and research activities