



Sabreen Bani-Melhem

Administrative Coordinator

Self-motivated, organized, and have strong social development Administrative Coordinator experience working in complex and fast-paced environments is seeking a challenging opportunity that fully utilizes my ambitions and interpersonal skills, with the chance to learn and move forward.

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📍 Amman, Jordan

TECHNICAL SKILLS

- Excellent **Content writing** skills.
- Excellent **Microsoft Office** skills.
- Excellent **English** and **Arabic Typing** skills.

CERTIFICATE

- **TOT Advanced** – Arab Canadian Institute, 2019.
- **TOT** – Arab Canadian Institute, 2019.
- **ICDL** – National information and Technology Center, 2019.
- Diploma of **The Creativity at Work Specialization** includes: **Creative Thinking** and **Innovation, Critical Thinking, Emotional Intelligence, Problem Solving** and **Decision Making Skills** - EDRAK, 2019.
- **Project Management for Life** - EDRAK, 2019.
- **Leadership and Teamwork Skills Specialization** - EDRAK, 2019.
- **Guidance for Work Environment** – Sadeem online platform, 2019.
- **Objective Writing Skills** – Mawdoo3 Academy, 2019.
- **The Six Determinants of success** – EDRAAK, 2018.
- **NLP Diploma** - Canadian Training Center, 2013.
- **Literary excellence, first grade certificate with a title of "Refugees are my friends and Companions"** - Yarmouk University, 2013.

EDUCATION

- **Master degree of Educational and Counseling Psychology**, Yarmouk University (2014 - 2016).
- **Bachelor's degree of Elementary Education**, Yarmouk University (2010 - 2014).

WORK EXPERIENCE

- **Coordinator of MAKANI project- (1/10/2017 - present), Ministry of Social Development, Irbid, Jordan.**
 - ❖ I am **responsible** for:
 - **Managing the workload** of my **staff**, **assigns cases to my team**, and meets with them on a **regular basis** to discuss their progress with clients.
 - **Reviewing social work reports** and **plans written by staff members**, and **improves** them if needed.
 - **Providing guidance** on a **daily basis** and **supervising the distribution of work** and **making sure** that all **aspects are handled** in a **timely and professional manner**.
 - **Providing status reports** to **senior management** and communicating major issues affecting the team
 - **Working with senior management** to plan and organize **performance improvement activities** and incentives team members when necessary.
- **Freelancer Content Writer– (15/6/2018- 1/12/2018), Mawdoo3.com.**

Writing about a variety of topics and **types of businesses.** I **developed** my **skills** to be able to take **complex information** and **turn** it into **easy-to-understand copy** is an **essential aspect** of any project
- **Psychosocial Support Facilitator (15/8/2015 – 13/9/2017), Save the Children Organization, Irbid, Jordan.**
 - I was responsible to **implement age appropriate psychosocial support activities and sessions** for **children and teenagers**, and ensure that all **sessions** are **non-discriminatory** as well as **age** and **gender sensitive**.
 - Ensure that parents **get frequent feedback** about their **child's participation** during the **sessions**.
 - **Identifying children** at risk of harm or being harmed and being able to refer them to take a procedure.
 - **Communicating** efficiently with **Area Supervisor** conveying to them **ideas and new proposals** according to daily observation in dealing with children.