

F A R A H S A Y E G H M A J Z O U B

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OBJECTIVE

Seeking a challenging and stimulating position in a dynamic environment.

EXPERIENCE

November '18 – Current American Community School Beirut, Lebanon
Substitute Teacher for secondary students

December '17 – September '18 International School of London Doha, Qatar
Admissions Officer

1. Handling admissions process via OpenApply platform
2. Handling re-enrollment process via OpenApply platform
3. Handling parents requests (calls & emails)
4. Scheduling assessments
5. Assessing G1-G5 potential students
6. Guiding school tours
7. Implementing open mornings at daycares across Doha and in school

September '14 – December '18 International School of London Doha, Qatar
Primary Admin

1. PA to Head of Primary
2. Handling all calls
3. Handling transportation
4. Handling timetables
5. Full knowledge of Facility Software (inputting all students' details)
6. Handling cover/substitute timetabling
7. Updating parents info
8. Liaising with parents
9. Handling students attendance on a daily basis
10. Bridge between parents and head of primary; translating when need be
11. Proof-read reports
12. Setting up parent-teacher meetings
13. Arrange primary related events

14. Part of the Primary Leadership Team; I take minutes and contribute to discussions.
15. Maintaining and updating event risk forms
16. Ensuring students' lists for fire safety are all accurate and handing them to the heads during a fire/drill
17. Knowledge of working on Managebac
18. Emailing parents via Groupcall
19. Taking parents for tours around the school

Oct '09 – Oct '13 International College

Beirut, Lebanon

Preschool Secretary:

1. Ensures that SMS/Chancery is updated with latest information
2. Prepares all circulars to parents and teachers, (parents' guide, letters or academic documents submitted by teachers and other items as per request of the Director)
3. Formats and prints all progress reports
4. Ensures correspondence with ERC (Educational Resource Center) (workshops)
5. Coordinates with HR (absence, leave, personal days...)
6. Takes attendance of teachers and students on daily basis
7. Assists in documentation of observation logs and teacher appraisal
8. Organizes student teacher practicum program
9. Answers parents queries (via email, moodle, and phone)
10. Manages the preschool's waiting list
11. Maintains students files:
 - Prepares students ID
 - Pick up authorization slip
 - Medical Record (To be given to school nurse)
 - Background information
 - Fieldtrip authorization slip
10. Answers phone calls and gives appointments (teacher and director)
11. Maintains Preschool Teachers' resource Library
12. Helps with public relations (parents, teachers, and students)
13. Other duties as per request of the director
14. Member of the staff committee representing the preschool

May 06 UNESCWA

Beirut, Lebanon

Assisting at the Office of the Executive Secretary Mrs. Mervat Tallawy, under the direct supervision of Mr. Nabil Abu Dargham, information officer - with

ESCWA'S Twenty-Fourth Ministerial Session which was held in Beirut from 8-11 May 2006. The theme of the session was "Youth Unemployment".

Nov 06 - May 06 UNESCWA

Beirut, Lebanon

Full time Intern at the Office of the Executive Secretary Mrs. Mervat Tallawy, under the direct supervision of Mr. Nabil Abu Dargham, information officer. Provided audio-visual assistance.

Drafted English and Arabic press releases to be published in local newspapers.

- Drafted English and Arabic reviews on UNESCWA studies to be disseminated among print and audio visual media.
- Helped in updating the English and Arabic website with latest news about UNESCWA.
- Assisted in preparing (writing& editing) the English and Arabic version of the Weekly News.
- Assisted in researching a Lebanese and Arab Media Hand Book for the information office.
- Helped in the organization of UNESCWA annual book fair.

Sep03 - June04 Al Ahlieh School

Beirut, Lebanon

Student-Teacher: Observed and practiced teaching. (English, Grade 2)

- Implemented a new strategy : teaching English from a literature-based approach.
- Supervised dyslexic students.
- Implemented hands-on experiences concerning English language and social studies.

Feb03 - June04 Al Ahlieh School

Beirut, Lebanon

Student-Teacher: Observed and practiced teaching. (Social Studies, Grade 5)

EDUCATION

2006 - 2008	Lebanese American University	Beirut, Lebanon
■ Bachelor of Business - Marketing		
2002 – 2005	American University of Beirut	Beirut, Lebanon
B.A., Elementary Education with emphasis on English and Social Studies.		
1998 – 2001	International School of Choueifat	Koura, Lebanon
Lebanese Baccalaureate – Economics and Sociology		

WORKSHOPS

In Bucharest, Romania

- *March 2018* - COBIS Conference for Marketing, Development and Admissions Staff

In Doha, Qatar:

- *September 2017* – Making the Primary Years Program Happen (MTPYPH) Training
- *November 2017* – Search Inside Yourself
 - Neuroscience
 - Mindfulness
 - Emotional Intelligence
 - Leadership
- *March 2016* – Intercultural Fluency Training, by Amelia Moreno

In Beirut, Lebanon:

- *March 2013* – Non-Violence Communication, by Tanya Ghorra
 - Understanding the deep complicated process of communication
 - NVC basic components: OFNR
 - Understanding conflict management
 - Using NVC in conflict to reach win-win situations
- *May 2012* – Moodle workshop (Modular Object-Oriented Dynamic Learning Environment)
 - Lightbox Gallery, Flash Cards, Choice, Checklist, Questionnaire, and resizing images
 - Adding Resources: File, Folder, Page, URL
- *Nov 2011* – Excel Workshop, by Dr. Mahmoud Shihab
 - Basic formatting Techniques
 - Auto filter and advanced data filtering
 - Creating charts/graphs
 - Math and statistical functions
- *Apr 2011* - Improving your Service and Communication Skills, by Lisa Boyajian
 - Describe exceptional customer service
 - Choosing a successful attitude
 - Identify the benefits of great customer service
 - Recognize the barriers to providing high quality customer service
 - Recognize and adapt to customers communication style
 - Demonstrate techniques for dealing with angry / upset customers
 - Demonstrate professional telephone answering skills as per **I.C standards**
 - Dealing professionally with internal and external messages
 - Develop a Personal / Team action plan to improve customer service skills
 - Identify techniques to encourage customers input and creative ideas
 - Demonstrate professional techniques in dealing with internal and external correspondence

- Maintain a high standard of Business and Office Etiquette
- *Feb 2011* - Improving your Writing and Correspondence Skills, by Jocelyne Gerges
 - Mastering sentence structure
 - Achieving sentence conciseness and clarity
 - Organising business messages
 - Improving writing style and readability
- *Feb 2010* - How to communicate Effectively, by Khaled Tayyara
 - Interaction with communication through your job
 - Importance of interpersonal communication
 - The ABCs of constructive communication
 - Verbal cues to use
 - Intro to body language
 - Communication styles
 - Customizing your communication
 - Communicating in meetings

SPECIAL TRAININGS

- Pilates certification
- CCF (Centre Culturel Francais)
- P.E.T. Parent Effectiveness Training

SUMMARY OF QUALIFICATIONS

Language Skills: Excellent Knowledge of English and Arabic, and good knowledge of French.

Computer Skills: Microsoft Office, Outlook, Internet Skills acquired through years of internet-based research.

Excellent written and oral communications and presentation skills.

Organized, disciplined and prudent.

INTERESTS

Reading, swimming, and pilates.

PERSONAL DATA

Date of Birth: 14/09/1983

Nationality: Lebanese

Marital Status: Married & have 2 girls

REFERENCES

References available upon request.