

CV



PERSONAL INFORMATION

Name	LINA KHALID RAJAB ABUDAHI
Address	Rafah, Gaza strip
Telephone	0598828421
E-mail	Linadahi91@gmail.com
Date of Birth	11/11/1991

WORK EXPERIENCE

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|---|---|
| • Dates (from – to) | [2 nd , December 2018 to 30 th , May 2019] |
| • Name and address of employer | مؤسسة الضمان الاجتماعي SSC |
| • Type of business or sector | Social Security |
| • Occupation or position held | <u>Customer services officer and Logistic Officer</u> |
| • Main activities and responsibilities | <ul style="list-style-type: none">- Implement the community Mobilization about Social Security Law- Develop links with the local communities, Governing structures and other community institutions to persuade them to register with us.- Prepare activities Reports on regular basis and share them with the management.- Train effective people on advocacy and community mobilization about the Law.- Provide appropriate solutions and answers to the customers' questions and/or problems.- Make short movies talking about the social security law and sharing them on social Media.- Manage the facebook page.- Responsible of all logistics aspects of Gaza office.- Proper and regular documentation of all logistics activities. |

• Dates (from – to) • Name and address of employer • Type of business or sector • Occupation or position held • Main activities and responsibilities	[5th, April 2018 to 6th, October 2018] Wataniya Mobile Telecommunications <u>Showroom Sales Executive (Customer services officer)</u> - Provide appropriate solutions and answers to the customers' questions and/or problems. - Take all the opportunities to promote the products & services and Participating in the analysis of daily, weekly and monthly activity reports.
• Dates (from – to) • Name and address of employer • Type of business or sector • Occupation or position held • Main activities and responsibilities	[7th, June 2016 _5th, April 2018] Jawal Telecommunications <u>Tam Team Officer - call center</u> - Provide appropriate solutions and answers to the customers' questions and/or problems by phone and solving their complains.
• Dates (from – to) • Name and address of employer • Type of business or sector • Occupation or position held • Main activities and responsibilities	[9th, July 2014 _ 7th, June 2016] Jawal Telecommunications <u>Showrooms Sales officer</u> - Assist the Finance department in preparing periodic financial documents and reports. - Document all Process (data collection and entry). - Assure a continuous dialogue with other departments especially Contact Centre and Marketing Department in order to always be kept informed of the new products and service, strategies, policies, and other information. - Provide appropriate solutions and answers to the customers' questions and/or problems.
• Dates (from – to) • Name and address of employer • Type of business or sector • Occupation or position	[2nd, July 2011 _9th, July 2014] I was still a university student Tamer Institute for Community Education NGOs <u>Art Facilitator, Youth Teams Facilitator, BMZ Facilitator UNRWA</u>

- held** schools and Reading campaigns marketer
- **Main activities and responsibilities**
 - Work with youth, kids and teachers in many fields like Movie making, Drawing, writing stories and heater.
 - Prepare detailed monthly plans and reports.
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 - Advocacy and Mobilization by working in Reading Campaigns.
 - After the 2014 war, Participate in support the psychological support sessions.
 - In this period, I make three movies which were shown at festivals.
 - Take photos and videos of reading campaigns activities in many cities of the strip.

EDUCATION

Year	Major	Academic Level
2018	Journalism and Public Relations	Master (88%)
2013	Journalism (T.V)	Bachelor (89%)
2009	Scientific section	High school (92.9%)

TRAINING

- Dates 2014-2016
- Name of organization **Jawwal**
- Principal subjects Team building, customer care and software workshop (Siebel)
- Dates 2011-2014
- Name of organization **Tamer Institute for Community Education**
- Principal subjects advocacy, mass mobilization, Movie making, Animation, Photography and editing
- Dates 2010
- Name of organization **Amin Networks**
- Principal subjects Social Media
- Dates 2010
- Name of organization **PFPPA**
- Principal subjects Human development

PERSONAL SKILLS AND COMPETENCES

- Proven writing and speech skills in English, and Arabic and fluency in both languages.
- Proven experience in using social media and managing websites.
- Strong interactive facilitation skills.
- Outstanding interpersonal, networking, planning, presentation and organization skills
- Advanced skills in using computer applications.
- Advanced capabilities in working within a team.
- Ability to withstand work pressure for long hours
- Oversee and manage day to day implementation of project activities in close collaboration with the project staff, as per set in the action plan.
- Liaise with relevant organizations and national bodies.
- Coordinate logistical support and ensure that the planned activities are carried out effectively and in timely manner.
- Follow-up on the timeliness, accuracy and quality of deliverables.
- Ability of Preparing for workshops and meetings, prepare minutes and reports accordingly, and follow up results with all concerned parties.
- Maintain accurate and up-to-date information on all activities, and prepare analytical reports accordingly.
- Contribute to writing success stories, press releases, and other documents, as required..
- Contribute to the planning, preparations, and oversight of various procurement activities.
- Provide technical input into quarterly and annual reports. Provide content to success stories and other project documents. Ensure staff are providing required input into the monitoring and evaluation system.

MOTHER TONGUE

[Arabic]

OTHER LANGUAGES

- | | |
|------------------|--------------------|
| | [English] |
| • Reading skills | [excellent] |
| • Writing skills | [excellent] |
| • Verbal skills | [Good] |

REFERENCES

Dr.. Ayman Abu Naqira, Head of Faculty of Journalism
The Islamic University
Mobile 0592995532
Mr. Amer Abu Ariban, Rafah showroom Manager
Jawwal
Mobile 0599000619
Mr. Mohammed Al Rayes, Rafah showroom Manager
Watanaiya Mobile
Mobile: 0568561458
Mr. Sameer Masri , Head of Human Resources - SSC
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