**AYELA QAISAR**

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**PROFESSIONAL SUMMARY**

* **20 years of experience** in program management and coordination support to public and private sector organizations.
* **Active and well-developed listening skills:** Advanced proficiencyinspeaking and writing in English and Urdu. Working fluency in Punjabi and beginner-level proficiency in French.
* **Adept at utilizing technology**: Microsoft Office 365, multiple database management programs and online platforms for efficient project execution (Access Database, Mailchimp, Eventbrite, Smart Sheets, Survey Monkey, Webex, Formstack, Salesforce, ESPO).
* **Extensive experience in coordinating, facilitating, and producing**: Program information workshops, Job Match Calls, Career Fairs, Coaching Sessions for Employers/Job Seekers, Cross-Cultural Competency Trainings, learning modules on ‘Accessible Employment Practices’ and ‘Building Cultures of Inclusion and Belonging’, Employer Learning Forums, Working groups, and Steering/Leadership Committee Meetings.
* **Proficient in virtual event production**: Utilized Zoom and Microsoft Teams for the coordination and execution of 100+ virtual events, resulting in 1500+ registrations as of 2021.
* **Sound knowledge in processing and preparing reports**: Including Program Quarterly Numeric and Narrative reporting, financial record management, and meticulous notetaking.
* **Demonstrated analytical skills**: Strong attention to detail and experience in making informed decisions in dynamic, multicultural environments.

**WORK EXPERIENCE**

**Project Coordinator & Employment Counsellor – Credential Recognition Program (CRP) June 2023 - Present**

OTTAWA COMMUNITY IMMIGRANT SERVICES ORGANIZATION (OCISO)

* Designed and implemented the core operational procedures for the strategic development of the program; establishing a comprehensive information management system for streamlined operations and data capturing.
* Spearheaded the conceptualization and implementation of various mentoring initiatives, ensuring high quality delivery for the program’s five year targeted outputs and outcomes. Liaison between OCISO and the program’s coalition partners. *(World Skills, LASSA & OCLF)*
* Assisted in the recruitment and onboarding of the program’s Mentorship Facilitator and the Mentor Recruiter/Liaison Officer.
* Supporting internationally trained professionals with employment counseling, as well as assisting with resume techniques and job search strategies.
* Leading the facilitation of the biweekly Mentee Orientation sessions designed to establish the expectations and overview of the mentorship program with clients. Established and co-facilitating the volunteer mentor outreach and retention strategies.
* Responsible for gathering statistics and writing the quarterly numeric and narrative reporting of the program.
* Member of the OCISO working group actively involved in generating innovative project ideas for the upcoming Call for Proposals 2024 (CFP) at Immigration, Refugees, and Citizenship Canada (IRCC).

**Coordinator Events and Job Match June 2022 – June 2023**

EMPLOYMENT ACCESSIBILITY RESOURCE NETWORK (EARN) **|** UNITED WAY EAST ONTARIO (UWEO)

* Coordinated and facilitated 12 of EARNs monthly Job Match Calls, connecting employers, stakeholders, and service providers.
* Implemented weekly resume screening processes, providing valuable feedback, and linking qualified candidates with employers.
* Managed stakeholder relationships, coordinated learning events, career fairs, and recruitment events that were intended to promote education and awareness of EARN and the benefits of hiring people with disabilities.
* Co-facilitated Shaping Accessible Employment Practices Workshops in both English and French.
* Facilitated job-matching opportunities between employers and service provider partners for individuals with disabilities.

**Administrative Assistant May 2021 – June 2022**

HIRE IMMIGRANTS OTTAWA(HIO) | UNITED WAY EAST ONTARIO (UWEO)

* Successfully completed a data management project, profiling over 1000 organizations in Eastern Ontario within three months.
* Spearheaded HIO's data migration to SharePoint, restructuring information dating back over a decade.
* Coordinated coaching sessions, cross-cultural competency trainings, and workshops promoting inclusive cultures.
* Played a pivotal role in stakeholder management, providing support to employers, community partners, and participants.
* Managed daily tasks, including record-keeping, budget monitoring, and quarterly numeric reporting.

**Casual Office Support May 2021 – May 2022**

OTTAWA CARLETON DISTRICT SCHOOL BOARD (OCDSB)

* Provided on-call, part-time office support for the Ottawa Carleton District School Board

**Branch Administrator / Executive Assistant June 2019 – March 2021**

ALLIANCE RESOURCE (PVT) LTD | THE LEARNING ALLIANCE

* Performed a pivotal role in launching the ‘Distance Learning Program’ and the ‘Hybrid Learning Plan’ in the context of the Covid 19 pandemic. This was a transition of over 170 students and faculty from on campus teaching to full time E-learning in March 2020 and Hybrid Learning Model in September 2020.
* Provided ongoing technological support in over 70 Google Classrooms, ensuring a seamless transition to E-learning.
* Digitized admission processes, student interviews, and parent orientation sessions.
* Tripled communication turnover response with over 200 parents through various channels in less than a year.
* Assisted in the supervision and execution of daily tasks, ensuring efficient school functioning.

**Vice-Principal / Executive Assistant** **May 2011 – May 2019**

THE INDUS ACADEMY (PVT) LTD

* Digitized the communication systems for more than 400 parents, over 40 faculty members and almost 30 administrative staff.
* Introduced and implemented faculty evaluations and classroom observations procedures.
* Designed and executed faculty appraisal practices, which were critical to year-end remuneration reviews.
* Conducted faculty training workshops on various areas of expertise e.g., Classroom Management, Learner attributes and outcomes.
* Performed an instrumental role in the conceptualization, planning, and physical move to a purpose-built campus with state-of-the-art facilities and resources.
* Coordinated all academic and extracurricular activities.

**EDUCATION**

Equivalent to a Master's Degree in Ontario, Canada (Assessed by ICAS - International Credential Assessment Service of Canada - March 2022)

* Master of Philosophy in Mass Communication, BEACONHOUSE NATIONAL UNIVERSITY 2011
* Master of Arts in Mass Communication, BEACONHOUSE NATIONAL UNIVERSITY 2005