

Frial Habib

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summary

- Experience in community service work gained from volunteer experience and studying at college. Strong background in Education and teaching gained from working as a teacher.
- Proven skills in administering and implementing a variety of social assistance programs and community services, and assisting clients to deal with personal and social problems.
- Demonstrated ability in problem solving, Empowering, and treating all individuals with respect and dignity, working independently or within a team to prioritize and complete work requirements while still meeting the individual's needs
- Experience in maintaining client records, case notes, doing investigations, make assessments, plans of service and care in addition to other required reports.

Languages: Professional communication skills include fluency in English and Arabic, basic French.

computer skills include Microsoft Word, Microsoft PowerPoint, Excel, Outlook, Briteshare, Yardi.

professional Experience

Community service work/ Activity assistant

2020

Stirling Park retirement community, Ottawa, Ontario

- Assisted the Recreation Manager in the planning and implementation of recreation activities designed to meet individual needs and interests, according to established standards
- Organized supplies and equipment as needed
- Set up program area as needed
- Kept attendance and document Resident participation in activities

- Actively engaged residents to participate in programs and collaborate with family members on any concerns.
- Assisted Residents to and from programs
- Assisted in care memory department activities

Receptionist

2020

Stirling Park Retirement Community, Ottawa, Ontario

- Answered all incoming calls, and responded to caller's inquiries in a positive, professional manner
- Redirected calls as appropriate and took clear, concise messages when required
- Picked up and sorted internal mail; stamped, delivered and maintained mail machine for external mail
- Prepared packages and arranged courier pick up
- Arranged meeting room schedule and bookings
- Updated phone and distribution lists
- Maintained a clean, safe, fully stocked and well-organized reception area;
- Assisted with small projects as required by other administrative support (i.e., labels, bulk mailing, etc.);

English as second language teacher

2010-2015

Schools for Ministry of Education, Syria

- Successfully improved student participation in the classroom through integration of creative role-playing exercises
 - Met with parents to resolve conflicting educational priorities and issues.
 - Dealt with different kinds of kids, who have different mentalities and gained experience in dealing with each kid due to their circumstances
 - Dealt with special needs kids and gave them all the required care during their education process
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Volunteer Experience

Assistant

2021

children's Aid Society, Ottawa, Ontario

- The Christmas gift program

Legal Aid Assistant

2016-2017

SDG Legal Clinic, Cornwall-Ontario

- Met with new clients and discussed their needs to know what kind of help we could offer them.
- Counselling clients who had been victims of crimes of violence, assault, sexual assault, child abuse, domestic violence...etc. Then put their stories on paper and faxed them to Criminal Injuries Compensation Board (CICB).
- Helped clients in their applications for Ontario Work/Ontario Disability Support Program (ODSP) by filling out the applications and faxing them to the government office with all the supporting documents

Interpreter volunteer

2016-2017

TR Leger Immigration services – Cornwall

- Helped interpreting to a Syrian refugee family who didn't know how to communicate in English.
- Phoned the family many times a month to ask about their needs and offered help.
- Communicated with the family's ESL teachers to help them understand the family needs

Volunteer tutor

2016

Tri-County Literacy Council- Cornwall/Ontario

- Assisted in teaching senior people basic computer skills and browsing internet.
- Maintained schedule of support services and attended all sessions.
- Taught them how to create a personal email and how to send and receive emails.

Education

- **Diploma in community service work** 2020
Herzing College, Ottawa, Ontario.
- **TESOL-TEFL-TEFL teacher training certification** 2017
Oxford seminars, Ottawa University, Ontario
- **Bachelor in English Arts and Literature** 2008
Damascus University, Damascus, Syria
- **Teaching certificate** 2011
Ministry of Education, Syria.
- **First Aid and CPR certificate** 2020
Holmes Medical Training.

References available upon request