

# GEORGE SA'AD

## CONTACT

Ottawa, Ontario K2P 2L3

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## SKILLS

- Great organizational skills
- Advanced communication skills
- Problem/solving
- Conflict resolution
- Prioritization
- Initiative taking
- Case management
- Client documentation

## EDUCATION

January 2025

**Bachelor of Engineering - Environmental Engineering Future**

**Carleton University, Ottawa, Ontario**

January 2017

**International Baccalaureate**

**Mashrek International School, Amman, Jordan**

## LANGUAGES

**English  
Bilingual**

**Arabic  
Native**

**French  
Conversational**

## PROFESSIONAL SUMMARY

Case management worker with extensive transferable experience and skills. Advanced abilities in communication, clerical, and cooperation tasks. Wide-ranging experience with positions and projects centering marginalized communities. Positive, sociable, and highly motivated in continuously achieving outstanding performance. Highly driven and ambitious person towards environmental and social justice issues.

## EXPERIENCE

### Rideau Rockcliffe Community Resource Center | Ottawa, ON

• June 2023 - December 2023

#### Inventory organizer

- Assisted with unloading goods received from the Ottawa Food Bank, Community Food Drives, Store Deliveries, and direct donors.
- Provided emotional support to clients going through frustrating and vulnerable circumstances such as food insecurity, housing difficulties and poverty reduction.
- De-escalated possible conflicts and agitated clients as per protocol while upholding client dignity.
- Verified the integrity of packages and cans; verified goods expiry and best before dates.
- Served the Food Bank (FB) community members during pickup service and provided the right food bank based on the catchment area.
- Organized inventory based on community needs and food safety.
- Completed data entry functions including but not limited to: Track Donations, Enter Food Bank community members visits, Enter Baby Cupboard visits.

### National Resources Canada | Ottawa, ON

• September 2022 - December 2022

#### Client Support Officer

- Lead the GCKey login credential relinking responsibility using a Salesforce database of homeowners applying for the Canada Greener Homes Initiative, ensuring the smooth function and delivery of federal grants and loans to help combat climate change.
- Organized name and email address information of 1500+ homeowners using the Microsoft Office spreadsheet system.
- Answered inquiries from homeowners regarding status updates on a timely and courteous manner.

### NTT | Ottawa

• September 2020 - August 2022

#### Inbound Customer Service Representative

- Collected calls from indigenous class action settlement claimants for abuses and harms experienced in attendance of a Federal Day School to address any questions and provide application updates.
- Responded to agitated and anxious class action claimants due to concerns or inconveniences of the review process, while upholding an empathic and caring attitude.
- Recorded accurate and detailed summary of each call received, saving time for future inbound call center agents, consistently resulting in outstanding quality assurance scores.

### Carecor | Ottawa

• May 2019 - September 2020

#### Personal Support Worker

- Promoted the physical and emotional well-being of immunocompromised patients by upholding their safety, security, and dignity during the onset of the pandemic.
- Assisted clients with moving in and out of beds, baths, wheelchairs and automobiles.
- Actively notified nurses of patient health progress and updates, leading to an increase in productivity within the hospital or long-term care units.
- Assisted patients in various hospital care facilities such as medicine, surgery, rehab, mental health, geriatrics, and complex continuing care all across Ottawa.

## **VOLUNTEER EXPERIENCE**

### **MAX Ottawa:** 2019 - Current

- Coordinated with MAX Ottawa as a member of their volunteer advisory committee by providing insights on created sexual health materials and resources for GBTQ+ migrants.
- Developed and delivered a workshop on sexual health focused for queer newcomers for the program called Queerspora, building confidence in leadership roles, in collaboration with Capital Rainbow Refuge.
- Currently volunteering as a Community Engagement Committee Member to further inform, propose and help implement programming, policies, procedures within the organization.

## **TRAININGS**

- WHMIS 2023
- AODA 2023
- Health and Safety in 4 Steps 2023