**NADIA CHAATANI**

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| **SUMMARY OF QUALIFICATIONS** |

* Administrative Assistant with 10 years of experience in international organizations and national companies.
* Expertise in providing logistical as well as administrative support to projects and front office.
* Masters degree in Information and Communication Technology, with Bachelor in Accounting
* Effective multitasking abilities to maintain high level of organization and alignment with project plans.
* Proven communication, travel planning and email management skills to support senior leadership.
* Highly developed, professional instincts in all circumstances and unforeseen constraints.
* Proficient with various computer applications including Microsoft Office (Word, Excel, PowerPoint), SAP and Atlas.
* Languages: English, French § Arabic.

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| **PROFESSIONAL EXPERIENCE** |
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**Administrative Assistant**  **December 2022 - Present**

Global Affairs Canada |Gatineau, Quebec

* Interact with customers and listen attentively to immediately get the context of their problems.
* Provided all necessary logistical support for the smooth running of the training.
* Created travel notes, expense reports in the SAP system and coordinated with the travel agent designated by the Government GAC to obtain air ticket quotations and make the corresponding reservation.
* Ensured all pending payments to consultants were made.

**Customer Service Associate** **July 2022 - Present**

Walmart Canada |Gatineau, Quebec

* Prepared documents for meetings including writing and compiling meeting minutes.
* Suggest solutions to customers to immediately resolve issues.
* Follow up on any issue related to the product or service provided.

**Project Associate** **March2021 – January 2022**

**Project Assistant April 2018 - January 2021**

United Nations Development Program (UNDP), Libya Under Towards Reconciliation Project | Libya

**Administrative Management**

* Pro-actively contributed to day-to-day program implementation and ensured conformity to project workplans and expected results.
* Oversaw all general administrative matters such as registry and maintenance of project files and records.
* Arranged external and internal meetings including Steering Committee and Technical Working Group meetings, amongst others.

**Financial Management**

* Monitored budget expenditures and maintained complete. record of approved project budgets and their revisions.
* Prepared proposals for budget revisions.
* Responded to queries from the Government and UNDP regarding financial aspects of the program, and liaised with UNDP-appointed and external auditors as required.
* Prepared recurring and special financial reports for budget preparations and audit.

**Procurement**

* Managed procurement of equipment, supplies and services in accordance with the project plan.
* Arranged for equipment maintenance and insurance as required.
* Ensured that contractual processes followed the stipulated UNDP procedures.

**Administrative Assistant**

Les Laboratoires International Servier& **October 2017- April 2018**

Methania

* Organized meetings and seminars, scheduled and managed activities based on priorities and timeframes, including work schedules of manager and direct supervisors.
* Welcomed visitors to the office and directed to respective contacts, managed incoming mail and filtered phone calls.
* Prepared documents for meetings including writing and compiling meeting minutes.
* Managed internal/External travel for the General Manager and Medical Delegates while respecting monthly planning.
* Maintained confidentiality of commercial, scientific, and financial information related to present or future business.

**Administrative Assistant, Statistics Department January 2015 - December 2016**

**Administrative Assistant, African Development Institute June 2012 - August 2014**

African Development Bank | Tunisia

* Managed the Chief's agenda as well as the planning of his meetings.
* Provided all necessary logistical support for the smooth running of the training.
* Created travel notes, expense reports in the SAP system and coordinated with the travel agent designated by the Bank to obtain air ticket quotations and make the corresponding reservation.
* Coordinated training materials under development (including distance learning modules) to support the workshops’ progress.
* Ensured all administrative documents necessary for proper functioning of the Country Office and staff were obtained from relevant authorities.
* Ensured all pending payments to consultants were made.
* Assisted in the training and development of other administrative staff.
* Answered and directed phone calls to relevant staff.
* Handled process for staff travel within SAP System.
* Followed up with consultants who required supporting reports for fees payment and trip management.
* Served as member of the Bank’s Annual Meeting Logistics Team, conducted in Kigali, Rwanda in August 2014.

**French Teacher September 2006 - June 2011**

Slim School Enasr2

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| **EDUCATION** |

**Masters in Information and Communication Technology (I.T.C.) October 2006**

Information Training and Documentation Center and Technology and Communication Education Al Ghazala City | Ariana, Tunisia

*Recognized by World Education Services Canada as Master Degree.*

**Bachelors in Accounting** **June 2004**

University of Center | Mahdia, Tunisia

*Recognized by World Education Services Canada as Bachelor’s degree (4 years).*

**Diploma of University Study of the First Cycle, Economics and Management** **June 2001**

University of Center | Mahdia, Tunisia

*Recognized by World Education Services Canada as Diploma (2 years).*

**PROFESSIONAL DEVELOPMENT**

**CIPS Level 3: Advanced Certificate on Public Procurement December 2021**

Chartered Institute for Procurement & Supply (CIPS), through United Nations