**Nadine Kamhieh**

**Ottawa, ON |****nadinekam.hamdan@gmail.com**

Self-motivated, dynamic, and dedicated **Social Service Professional** with 5+ years of experience in community outreach and service delivery within the social service sector. Proven track record of effectively working with newcomer communities, leveraging a deep understanding of their unique needs and challenges. Possess comprehensive knowledge of community resources, ensuring the delivery of well-informed and supportive services. Demonstrated expertise in workshop facilitation, with a keen ability to create an engaging and interactive environment with clients. Adept at working effectively in multicultural team environments, contributing to collaborative efforts and fostering inclusive solutions to enhance community well-being.

**Community Outreach | Cultural Competency |Resource Knowledge | Client Service**

**Workshop Facilitation | Reports | Confidentiality | Time Management |Office Administration**

**COMPUTER SKILLS**

**Microsoft Office**: Outlook, Word, Excel, PowerPoint, Teams, M365

**Social Media**: Facebook, LinkedIn, Instagram

**LMS:** Moodle

**Other**: Zoom, Goldmine

**LANGUAGES**

**Arabic** – native speaker

**English** – fluent

**French** – basic/intermediate level

**PROFESSIONAL EXPERIENCE**

**World Skills Employment Centre, Ottawa, Canada Sept 2017 – July 2022**

* **Facilitator – Online Course May 2019 – July 2022**
* **Intake Counsellor April 2018 – May 2019**
* **Administrative Assistant Sept 2017 – March 2019**

*World Skills Employment Centre is a non-profit organization dedicated exclusively to the employment needs of newcomers to Canada. Worked on various positions for three different programs: Settlement On-line Pre-Arrival Program (SOPA), Roadmap to Employment (RTE) and Enhanced Language Training Program (ELT).*

**FACILITATOR – Job Search Strategies Online Course – SOPA Program**

* Successfully managed an online course as a part of pre-arrival services to newcomers to Canada – facilitated **over 10 classes** and **guided over 500 clients** in their job search
* Tracked clients progress in the course, followed up with them on the course activity and ensured they felt well prepared for the Canadian job market
* Accurately and discreetly maintained record of clients’ confidential documents and the assignments submitted on the online platform
* Extracted information and prepared monthly reports for the management

**INTAKE COUNSELLOR – RTE and SOPA Program**

* Conducted **over 900 intake, assessment and referral (IAR) sessions** with clients through audio and video conferencing, provided them essential settlement information and referred them to pertinent services
* Provided information about settlement in Ontario/Ottawa including information about the Ontario Education System (e.g. Ottawa Carleton District School Board and Ottawa Catholic School Board)
* Developed an action plan and resource list for clients by using MS Excel and MS Word as per their professional background and handled queries during conversation
* Maintained regular communication with clients, offered accurate information and made sure to provide all the necessary assistance needed
* Retrieved information of newly registered clients from the online portal, maintained information in MS Excel and dedicated CRM; first point of contact for the clients upon their registration
* Checked and verified clients’ immigration documents as a perquisite of the program and handled them with great confidentiality
* Organized job fairs and recruitment events for refugees and provided interpretation service when needed

**ADMINISTRATIVE ASSISTANT – RTE and ELT Programs**

* Organized and assisted with the logistic of **over 5 events** (recruitment and information sessions)
* Conducted in person needs assessment meetings with the clients to assess their needs, collected their confidential immigration documents and created hard and soft copies by entering the clients’ information in the database
* Assisted clients in interviews by providing interpretation services to enable them to communicate clearly with the employers
* Performed reception duties; greeted visitors and maintained a welcomed, respected and pleasant community
* Input timesheets with great accuracy in Excel spreadsheets and database, tracked attendance for courses and workshops, prepared graduation certificates in PowerPoint, and organized information on Moodle – a student-teacher online interface

**Children’s Aid Society, Ottawa, Canada April 2017 – August 2017**

**RECEPTIONIST**

*Children’s Aid Society is a non-profit community organization legally mandated to protect children and youth from abuse and neglect. Had a short-term contract as a receptionist.*

* Welcomed clients, visitors, volunteers and foster parents to the Society and facilitated their meetings or other activities with Society Staff
* Monitored visitors in the reception and visit areas and responded appropriately to emergency situations
* Monitored the Visitor Management System and maintained information displays
* Performed general administrative tasks such as updating statistical reports, distributing mail, faxing, photocopying documents and ordering supplies

**Little Moons Childcare Center, Saudi Arabia Sept 2014 – April 2016**

**EARLY CHILDHOOD EDUCATOR**

*Little Moons was a private childcare center that welcomed baby kids until the age of 4 and prepared them for school.*

* Instructed and coached two-year-old children to get them ready for school
* Interpreted ideas and concepts into visual materials
* Communicated regularly with parents to discuss their children’s progress and discuss any concerns

**VOLUNTEERING EXPERIENCE**

**World Skills Employment Centre, Ottawa, Canada**

**COACH - Interview Roulette Program July 2022 - Present**

* Meet with a group of clients virtually once a month and conduct mock interviews
* Provide feedback and share resources with clients to increase their readiness for interviews with potential employers
* Interact with clients, address their concerns and answer their questions

**EDUCATION**

**Bachelor of Commerce – Business Administration 2007**

Beirut Arab University, Beirut, Lebanon