**RAOOF MOEINI**

1241 Kilborn Pl, (#1603)

Ottawa, ON, K1H 1A5

(613)795 - 7991

moiniraouf@gmail.com

**SUMMARY OF QUALIFICATIONS**

* Over 25 years of professional experience in various fields including research, education, curriculum development, and administration, and employment
* Professional skills in assessing and planning services and providing solutions to challenges
* Strong interpersonal and communication skills to work with diverse groups
* Excellent skills in supervising teams and individuals seeking goal achievement developed from teaching, tutoring, and supervising different groups and individuals
* Organized and detail-oriented, a great team worker, and a fast passionate learner
* Effective time-management skills and ability to meet deadlines and targets
* Excellent research skills: instrument development, data collection, data analysis,

**Languages:** ProficientinEnglish, Persian, Dari and Basic Arabic

**Computer skills:** ExcellentMicrosoft Office suite knowledge, communication and collaboration tools, social media, learning/teaching platforms, quantitative and qualitative data analysis software (SPSS, NVivo)

**WORK EXPERIENCE**

**Employer Liaison**  Nov. 2022-Present

YMCAYWCA, Ottawa, ON, Canada

* Conducted Intake and assessment of the clients.
* Case managed highly barriered clients seeking employment.
* Marketed employment services and programs to clients and employers.
* Developed employer contacts, provided current labour market info.
* Researched specific sectors and industries to ease the transition for clients into their field or related fields.
* Provided employment consultation to clients.
* Maintained and developed career action plans.
* Assisted client with job search and making direct contact with potential employers.
* Monitored job placements and ensured training objectives are achieved as outlined in the training agreement.
* Held workshops and training related to job search and interview preparation.
* Organized and participated in various events, workshops, job fares.
* Coordinated and facilitated outreach activities for programs and services.
* Arranged guest speakers and hiring events for the center.
* Ensured effective, efficient use of resources and provide statistical data.
* Ensured quality of the client/ employer experience and other program participants.
* Prepared all statistical and required reports and appropriate file documentation.
* Implemented procedures for the operation of programs within the guidelines.
* Supported different organizational projects as needed.
* Entered expenditure, claims, costs, and budget into spreadsheet.
* Filed and document required documents on client’s and employer’s files.
* Delegated tasks and responsibilities to different team members.
* Exercised leadership capabilities by successfully motivating and inspiring others.
* Used strong analytic and problem-solving skills to develop effective solutions for barriered clients and challenging situations.
* Made sure the budget allocated is put to best use facilitating employment.
* Participated in team projects, demonstrating an ability to work collaboratively and efficiently.
* Worked effectively in a fast-paced environment.
* Demonstrated strong organizational skills and time management skills.
* Demonstrated respect, friendliness and willingness to help.
* Conducted internal audits to ensure that documentation and procedures are being followed.

**Employment Consultant**  March 2022-Nov 2022

YMCAYWCA, Ottawa, ON, Canada

* Assisted in the development of packages and learning materials, and job-related material to help job seekers.
* Identified clients’ needs analysis to determine service plan and organized development requirement activities.
* Provided job search services to individuals, using a case management approach to help them find their desired job.
* Assisted clients in action plan development which will guide and support a meaningful long‐term attachment to the labor market.
* Gathered and analyzed data related to the Canadian labor Market for the purpose of assisting clients to overcome their barriers.
* Liaised with other social, employment, and community agencies as well as participate in marketing activities to facilitate clients’ progress and employment.
* Maintained clients’ confidential information in government databases for the purpose of detailed activity/outcome tracking.
* Supervised clients by engaging them in an on-going process to ensure improvements of their employment skills.
* Participated in regular weekly meetings to report results and ensure quality of operations and service delivery approach.
* Referred clients to appropriate resources and relevant services while ensuring to meet their financial needs within the budget allocated by the ministry.
* Supported management in onboarding and training new staff.
* Provided administrative support and perform other related duties as required.

**Rater of CELPIP Test and CAEL Test (remote)** 2018-present

*Paragon Testing Enterprises Inc., Vancouver, BC, Canada*

* Rated the writing section of CELPIP test (Canadian English Language Proficiency Index Program).
* Rated the writing section of CAEL test (Canadian Academic English Language).
* Maintained a professional approach to stay unbiased while rating each test taker's performance
* Participated in ongoing training to stay calibrated with other raters in the team.
* Engaged in professional development as appropriate and regularly updated subject related to rating scales.
* Engaged in professional development to remain current and ensure application of recent advances in language assessment.
* Managed correspondence with the test office.

**Payments & Rewards Sales Representative** Sep. 2021-March 2022

PC Financial, Ottawa, Canada

* Actively engaged with customers to educate them about the financial service.
* Promoted President's Choice Financial Products.
* Offered advice and product knowledge to clients.
* Solved technical issues and challenges faced by the clients.
* Approached each client and communicated the perks of each product.
* Promoted and sold the company’s wide selection of products.
* Engaged with each client to assess their needs and to make appropriate recommendations about products and services.
* Effectively communicated with the lead supervisor and reported results and challenges.
* Coached and trained new staff members about the service.
* Responded to all communication related to the job; emails and calls.

**Applied Linguistics Researcher**  Sep. 2021-March 2022

University of Kashan (Iran), Carleton University (Canada)

* Conducted literature review in different areas of applied linguistics by searching data bases and research journals and other relevant resources.
* Designed research projects by identifying approach to research (quantitative vs qualitative) and appropriate design for the research questions asked.
* Collected required data using instruments such as tests, questionnaires, observation schemes, and interviews making sure the instruments are reliable and valid.
* Used appropriate quantitative and/or qualitative data analysis software such as SPSS, NVivo or other relevant tools for analysing the collected data.
* Communicated and collaborated with team members to resolve challenges and make sure deadlines are met and research activities follow procedures of research design.
* Wrote and edited research reports and research papers.
* Presented findings at national and international conferences and seminars for networking and dissemination.
* Discussed and evaluated research findings critically to identify possible flaws and limitations and ensure research validity.
* Considered ethical aspects of research practice such as informed consent and importance of cultural sensitivities.

**Research Assistance** 2016-2020

Carleton University

* Prepared research instruments for data collection; interview questions and tests.
* Performed through literature reviews.
* Conducted data analysis, reported and discussed results with research supervisor.
* Conducted literature reviews and prepared progress reports.
* Conducted data collection activities such as focused group interview and introspective interview.
* Checked the work progress of undergraduate students involved in the project.
* Prepared materials for Ethics Committee Review.
* Used quantitative and qualitative tools and application for data analysis.
* Collected, analyzed, synthesized data.
* Safeguarded confidentiality of the data.
* Maintained accurate records of interviews and developed progress report.
* Managed all communication related to the research project; responded to emails and calls, and attended meetings.
* Supervised undergraduate students working on the research project.
* Summarized project results and reported to the research team.
* Conducted research by administering surveys, interviews, document analysis and collecting required data based on research plan.

**Teaching Assistant** 2016-2020

Carleton University

* Met with students during office hours and led discussion sections.
* Conferenced with students individually or in small groups and discussed course content
* Delivered some lectures or guest lectures.
* Answered questions about alternate solutions to assignment and test questions.
* Contributed to the development of appropriate teaching materials to ensure content and methods of delivery meet learning objectives.
* Developed PowerPoint slides for weekly classroom instruction.
* Actively participated in the assessment process, using a variety of techniques to provide effective, timely and appropriate feedback to students to support their learning.
* Held review sessions to go over sample test questions and prepare students for final exams.
* Undertook limited administrative duties as requested by the supervisor.
* Supervised students’ group work/discussion and provided support and feedback.
* Assisted students in identifying their learning needs and made recommendations as required.
* Trained students to prepare class presentations and research papers.
* Engaged individually with students for their problems with course assignments.
* Used integrated technology as an instructional tool, including Zoom, and Google Meet/Docs.
* Assisted and mentored nearly 150 local and international students with diverse cultural and educational backgrounds.
* Analyzed learning outcomes and reported to the supervisor for feedback consideration.
* Advised master students in their research projects.
* Organized annual mini conference for graduate students.
* Attended course meetings and responded promptly to students’ emails.
* Tried to be approachable and helpful to the students in their assignments and exams.
* Held office hours and monitored online discussion forums.
* Conducted tutorials and feedback sessions.
* Marked assignments and tests and managed course grades.

**Assistant Professor in ESL** 1994-2016

*University of Kashan, Kashan, Iran*

* Developed and administered formative and diagnostic tests to create lesson plans for ESL classes.
* Created and delivered curriculum and learning modules according to the students’ needs and course outline.
* Taught language courses and content courses at undergrad and graduate levels.
* Supervised maters’ thesis in Applied Linguistics.
* Provided daily management of students’ registration system.
* Supervised test development projects with teams of experts for item writing.
* Planned and developed course material.
* Prepared and delivered lectures to students.
* Prepared, administered, and graded examinations, term assignments and reports.
* Advised students on course and academic matters and career decisions.
* Directed research programs of graduate students and advised on research matters.
* Conducted research in applied linguistics and published findings in scholarly journals and books.
* Served on faculty committees dealing with admission, curriculum, and research.
* Performed a variety of administrative duties.
* Provided professional consultation services to non-profit organizations, private language schools, and individuals.
* Attended national and international conferences in applied linguistics.
* Refereed research proposals and articles in applied linguistics research journal.
* Attended peer-reviewed meetings and venues.
* Developed tasks, activities, and learning materials for learners at different levels of proficiency.
* Designed a test format for informative and summative assessment of language courses.

**Head of English Department & Language Center Director** 2004-2006

*Kashan University, Kashan, Iran*

* Led and cultivated a work environment of collaboration and teamwork.
* Planned and coordinated learning activities and events for students.
* Invited guest lecturers and organized presentations/lectures.
* Participated in university governance, curriculum revision, academic planning, degree requirements and faculty matters.
* Scheduled and organized and workshops for new ESL teachers.
* Ensured positive professional communication with staff and students.
* Reported departmental issues, concerns, outcomes to the head of faculty.
* Attended biweekly faculty meetings to discuss educational and research policies.
* Collaborated with different departments and faculties regarding language requirements.

**VOLUNTEER EXPERIENCE**

**Sales Representative** 2018-2019

*Ten Thousand Villages Store, Ottawa, Ontario, Canada*

* Helped sales in the store
* Guided customers and helped them with their purchase.
* Operated inventory data base for new arrivals.

**Program Coordinator** 2010-2013

*Red Crescent Charity Group, Isfahan, Iran*

* Provided planning and executing charity activities such as distributing book, food, and other living essentials among needy families.
* Surveyed and assessed poor and single parent families’ needs and challenges.
* planned and held workshops to empower single mothers develop job-related skills such as computer and writing skills.

**EDUCATION**

**PhD in Applied Linguistics and Discourse Studies** 2020

*Carleton University, Ottawa, Canada*

Master in TEFL (Teaching English as a Foreign Language) 1994

Tarbiat Modarres University, Tehran, Iran