

# SAJA AQRABAWI

Kanata, ON

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## SUMMARY OF QUALIFICATIONS

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- Ten years of experience in conducting studies and research on social insurance, economic and social issues and HR analysis.
- Analyzed the socioeconomic impacts of new policies and laws on social insurance, such as proposed legislation, services, and regulations.
- Developed a methodology for estimating the financial budget of each social insurance activity, leading to 95% accuracy.
- Collaborated in issuing a gender-based statistical report for social insurance activities.
- Proposed policies at the national level, such as Jordan's Poverty Reduction Strategy, the National guidance

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## CORE COMPETENCIES

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- Data Analysis
- Economic and Social Research
- Gender Research
- Qualitative and Quantitative Research
- Questionnaires and Surveys
- Strategic Planning
- Microsoft Office
- R Programming
- SPSS

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## WORK HISTORY

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### **AI Community Surfers**

TELUS International – Ottawa, ON

**10/2022 – present**

- Evaluate search engine results for relevancy to a search query.
- Provide feedback and analysis on content found in search engine results and provide ratings on their relevance to the search terms used.
- Review and evaluate online video search results to improve their content and quality.
- Review and evaluate video content of potential upsetting or offensive material to make internet browsing safer and more secure for all users.

### **Social Media Specialist – Volunteer**

Canadian live TV – Mississauga, ON

**6/2021 – 12/2021**

- Created and published news and articles on the Facebook.
- Analyzed appropriate social metrics, insights to maximize the engagement.
- Increased the followers by 4k in 6 months.

### **Senior Researcher**

The Social Security Corporation (SSC) – Jordan

**2004- 2014**

- Prepared studies and research on social insurance activities.
- Prepared qualitative and quantitative administrative, social and economic studies, HR best practices, gender issues and labor market.
- Prepared insurance and administrative policies.
- Contributed in designing employee performance evaluations.
- Contributed in building a Gender Strategy in SSC.
- Contributed in preparing SSC Strategic Plan.
- Contributed in preparing Poverty Reduction Strategy of Jordan.
- Projected the revenues and expenditures of the insurance activity of SSC.
- Designed and analyzed surveys of customers and employees satisfactions by using SPSS software.
- Prepared the annual report of the corporation, as a team leader.

**Economic Researcher**

The Department of Statistics – Jordan

**2003 – 2004**

- Estimated the annual economic growth rate (GDP) for the Hashemite Kingdom of Jordan.
- Estimated the value added of various economic sectors according to the principles of the System of National Accounts (SNA) issued by the United Nations in 1993.
- Estimated the components of the value added for various economic sectors according to (SNA) of 1993.

**Field Researcher**

The Department of Statistics - Jordan

**2002 - 2003**

- Participated in Household's Expenditures and Income Survey 2002.
- Collected data from households on their weekly and monthly food and non-food items.
- Collected monthly data on households' income and expenditures.
- Edited data surveys questionnaires before publishing the Household's Expenditures and Income Report.

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**EDUCATION AND CERTIFICATIONS**

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**Data Science Certificate 2020**

Sheridan College – Mississauga

Cumulative GPA 3.9/4, with high honours

Project subject: Factors Contributing to Gender Wage Gap: Canada and other Countries

**Master's Degree – Women's Studies 2014**

Jordan University – Jordan

Cumulative GPA 3.98/4, Excellent Grade

Thesis subject: The Impact of Gender Wage Gap on The Economic Growth in Jordan: 1983-2011

**Bachelor's Degree in Economics 2002**

Hashemite University - Jordan

Cumulative GPA 3.81/4, Excellent Grade