

# Sima Nosrat Pour

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## SUMMARY OF QUALIFICATIONS

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- 17 years of work as a Program Facilitator, office administrator, Assistant operations manager, Executive Director, and Project Coordinator
- Experience assisting individuals and immigrants to address their needs and post-arrival requirements
- Posses a strong educational background in Psychology
- Experience working with children, youth and immigrants
- Excellent Customer Service and leadership skills
- Team supervision, motivation and support to achieve desired outcomes
- Stakeholder communication and collaboration
- Train and supervise employees and volunteers
- Organize and implement workshops
- Strong work ethic, innovating, demonstrating and multitasking
- Talking in 3 languages fluently. English, Persian, Kurdish and intermediate French
- MS Office, social media, Graphic Designing Applications, Meeting Scheduling

## WORK EXPERIENCE

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### Program Facilitator & Office Administrator

Aug2022- Present

Genesislink Consulting Services, Ottawa

- Provide comprehensive client support to immigrants, addressing their needs and challenges in accessing services after their arrival in Canada
- Conduct client interviews, gathered relevant information, and assess needs.
- Ensure accurate data management and made referrals to other community programs and services.
- Provide administrative support and maintained office supplies
- Collect, review, data entry, and evaluate client information and service information concerning Service Delivery Guidelines and appropriate client pathways, including referrals to other community programs and services
- Facilitate in-person and online workshops and information sessions for immigrants on Canadian adaption and life management and for employers

### Assistant Operations Manager

Aug 2022- Mar 2023

Aromesso Cafe, Ottawa

- Implemented workplace safety and food safety best practices.
- Supervised and supported a team of staff, ensuring smooth operations and solving conflicts
- Designed and implemented checklists for increased efficiency.
- Enforced café policies and procedures, ensuring compliance among staff members.

- Assisted with recruitment, onboarding, and training of new staff.
- Managed social media platforms for customer attraction and advertising efforts

### **Executive Director - Early Childhood**

**Jul 2013- Jun 2022**

*Fereshteh Asemani, Iran-Tehran*

- Developed and implemented comprehensive child-care programs.
- Conducted psychological counselling sessions and provided education on child-rearing techniques for parents.
- Provided effective training and supervision of staff, and apprentices to achieve desired outcomes
- Performed administrative duties, including inventory management and procurement.
- Established open lines of communication with parents and relevant organizations.
- Ensured smooth day-to-day operations of the childcare center.
- Engaged with community networks and utilized social media for collaboration.
- Implemented and managed regulatory compliance procedures.
- Recruited, trained, and managed a dedicated team.
- Maintained optimal inventory levels for uninterrupted childcare services.

### **Project Coordinator**

**July 2010- Feb 2012**

*Ardebil Cement Company, Iran-Tehran*

- Coordinated logistics, and scheduling, and attended various meetings.
- Planned and coordinated major yearly events.
- Efficiently Distributed information and reports.
- Proactively identified and addressed issues.
- Collaborated closely with the delivery team to provide project support.
- Prepared and provided monthly reports to the project manager and executive director
- Maintained confidentiality and handled sensitive information with discretion

### **Quality Control Manager Assistant**

**Jul 2005- Feb 2010**

*Tehranbakhtar Flour, Iran, Tehran*

- Assisted the Quality Control Manager in developing, implementing, and maintaining quality control procedures and protocols.
- Conducted regular inspections and audits of production lines to ensure compliance with quality and food safety standards.
- Collected and analyzed raw materials, intermediate products, and finished goods samples to assess quality attributes and identified any deviations from specifications.
- Conducted regular inspections and audits of production lines to ensure compliance with quality and food safety standards.

## **EDUCATION & TRAINING**

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**-Masters of Psychology**  
Azad University, Iran, Tehran

**Jan 2017- Apr 2018**

## **Volunteering Experience**

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**Collaborating with Catholic Center for Immigrants as a volunteer to assist seniors.**

**2022-present**

## **Certificates**

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**-Safe Check Advanced**

**Aug 2022**

**-WHMIS 2015 With GHS**

**Aug 2022**

**-Mental Health Awareness**

**Aug 2022**

**-Food Allergen Awareness-Restaurants, Catering & Retail**

**Aug 2022**