**HANADA SHATARA**

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Chicago, Illinois

**SUMMARY OF QUALIFICATIONS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Dedicated free lance translator, tutor and Procurement Coordinator with over 7 years of experience, working in fast-paced, deadline-driven environments. Highly skilled in the areas of Translation, tutoring, customer service and time management. Strong organizational skills and ability to work in a divers organizational setting. Exceptional communication skills with a proven ability to work well with all levels of an organization. Forward-thinking multi-tasker who consistently meets goals, by demonstrating an ability to achieve maximum effectiveness; while maintaining high standards.

Proficient in MS Office Suite and English language. Fluent in Arabic as well French , with strong reading and writing abilities.

PROFESSIONAL EXPERIENCEE

Chicago Public Schools January 2019- Present

Refugee Tutor

* Provide language support for Bilingual students (Arabic and French speakers)
* Facilitate basic educational plans for students to improve their English language skills in reading and writing.
* Translate materials and messages for students.
* Classroom attendance to display any services needed.
* Contribute with cultural and emotional support for students.

AXA Assistance, Illinois. United States of America November 2017-July 2018

Assistance coordinator

Customer service representative in the operation's department, that provide global medical network for travelling members and communication with providers worldwide to ensure customer satisfaction.

* Case Manager for international medical cases, by accurately in-taking information, and providing patients with the needed assistance by using empathy, understanding their perspective, and offering solutions for them.
* Provide benefits for cardholders and documentation for their concerns.

Self-Employed, Palestine May 2010-May 2017

**English/French/Arabic Translator/Tutor**

* Facilitate effective communication between two parties that do not speak a similar language by converting one spoken or written language to another.
* Translate messages (oral and written) simultaneously or consecutively into specified languages while maintaining message content, context, and style as much as possible.
* Proofread, edit, and revise translated materials.
* Check translations of technical terms and terminology to ensure that they are accurate and remain consistent throughout translation revisions.
* Read written materials such as legal documents, scientific works, or news reports, and rewrite material into specified languages.
* Provide cultural orientation to encourage and build student’s confidence and understanding in another culture.

Pharmacare LTD., Ramallah, Palestine       January 2010 to April 2016 **Purchasing/Procurement Agent**

* Provide support to the Procurement Manager and Pharmacare departments.
* Negotiated deadlines and contracts with vendors.
* Slashed payroll/benefits administration costs 30% by negotiating pricing and fees, while ensuring the continuation and enhancements of services.
* Created an updated/tracking excel sheet system, reports daily to keep up with each client status.
* Provide clerical and administrative support.
* Maintain and enter purchase invoices and compile purchasing report.

**EDUCATION \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Al-Quds University, Jerusalem/ Palestine June 2010

**Bachelors of Journalism in Media and TV**

**VOLUNTEER / COMMUNITY INVOLVEMENT\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Radio Ajyal and Bissan, Al Diar Newspaper, Ramallah, Palestine 09/2009 – 04/2017

**News Writer (English, Arabic)**

* Wrote news stories for publication or broadcast from written or recorded notes supplied by the reporting staff, using computer.
* Verified accuracy of questionable facts and obtained supplementary material and additional details from files, reference libraries, and interviews with knowledgeable sources.
* Organized material and wrote stories conforming to specified length, style, and format requirements.
* Wrote stories and news in different languages like French and English as well as Arabic

Mosaic English Centre, Ramallah, Palestine 01/2016 - 05/2017

**Volunteer/Translator**

* Volunteered as English translator during kid’s events and educational activities.

SOS Children Village, Ramallah, Palestine 01/2013 – 03/2013

* Planned and organised a charity carnival, *Love & Caring,* to support children.
* Fundraised over $20K (USD) directly donated to support SOS Children Village.

YEP Organisation, Ramallah, Palestine 04/2008 - 04/2017

**Volunteer**

* Assisted with many exhibitions, workshops and conferences.
* Helped facilitate many children activities, carnivals, camps and event.

Al-Quds University, Jerusalem/ Palestine 05/2009

**Seminar**

* Produced documentary film, *Children for Working*, addressing children labour for Journalism Project.

Palestinian American Chamber of Commerce, Ramallah, Palestine 09/2009 - 12/2009

**Reporter (Internship)**

* Reported to, and provided support to Executive Director.
* Wrote and prepared corporate briefs about various events, meetings, and posted them on electronic website.
* Created and maintained an extensive contact list for the company that was used to publicise and promote the Chambers of Commerce.
* Provided support in event planning and logistics of invitees.