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**) Qualification Summery**

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* A native Arabic language speaker.
* Graduate with BA in Journalism.
* Testing experience on RTL (Right - To -Left) localized products
* Testing experience on iOS platforms.
* Solid command over computer skills and internet proficiency.
* Experienced in translating and writing attractive, localized website copy for the Arabic market.
* Strong business focus.
* Pro-active and positive attitude;
* Experience within e-travel and Accommodations/travel industry and familiarity with social media.

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**Related Experience**

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**Arabic Language Specialist - Content Management and Translations- 2013-2016 Booking.com**

* Created Localized, commercial copies for the Arabic market.
* Translated and researched commercial copies for AP Testing purposes.
* Provided commercial and creative translations from English into Arabic for website copy, app copy and promotional materials, including newsletters, to appeal to the Arabic market;
* Maintained the quality of the Arabic version of Booking.com, including conducting product checked and maintained language specific tools, such as glossaries, translation memories and style guides;
* Assisted with localization projects in cooperation with other language teams and departments, Such as language- based Research and data collection and analysis designed to optimize the effectiveness of the website and the service offered to Arabic customers;
* Freelance management and support, such as evaluating the quality of translations for candidates, quality monitoring of the freelance translations, providing freelancers with consistent feedback.

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**Additional Experience**

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**[Settlement Practitioner Jan 2017-Present](https://www.linkedin.com/company-beta/78601/)**

**[The S.U.C.C.E.S.S. Group](https://www.linkedin.com/company-beta/78601/)**

* Performing formal review of newcomer needs across a broad spectrum of settlement areas (language, employment, housing, community connections, etc.)
* Developing Settlement Plan and follow-up support for newcomers based on identified needs and government / professional / business /community services available.
* Referring clients to appropriate services as needed e.g. crisis counselling.
* Providing newcomers with client-centered settlement and integration information and orientation services about Canada and the community they intend to settle in.
* Delivering one-on-one consultation in-person and by phone.
* Providing information and orientation through workshops.
* Liaising with government / professional / business /schools /community services as necessary to ensure the provision of accurate and detailed information to newcomers.
* Planning and implementing large and small events.
* Outreach to newcomers through participating community events.
* Supplying up-to-date information to Regional Manager or Settlement Coordinator in respective region regarding changes to community services, government departments and procedures.
* Working on improving program service outcomes and day-to-day services to newcomers by participating in professional development as assigned.
* Performing other related duties as assigned by Regional Manager or Settlement Coordinator in Respective Region.

**Media and Advocacy officer**  2000 – 2008

**ADDAMEER Prisoners Support and Human Rights Organization**

**“ADDAMEER (Arabic for conscience) is leading Palestinian non-governmental, civil institution that works to support Palestinian political prisoners held in Israeli and Palestinian prisons”**

* Handled work diligently to build and maintain relationships with individuals, businesses and government agencies
* developed and managed working relationships as well as activities with the media
* Efficiently interacted with other departments like the legal team, creative team and accounts department resulting in successful campaigns
* Performed and implemented extensive researches on various features of media promotions
* Liaised with various media and marketing representatives
* Provided essential developmental approaches along with the budget proposals
* Actively executed duties of facilitating and delivering workshops as a major focus of the program
* Involved in writing and publishing research and advocacy documents
* Identified and liaised with potential foundations, individuals, governments, prisoners as well as multilateral agencies
* Ensured improved content in printed and electronic material through effective and accurate copy writing
* Successfully developed and built local, Arab and international solidarity campaigns
* Handled all visitor or client and media inquiries about information as provided by Addameer, in phone and in person
* Actively involved in writing, circulating and following up press releases for better media coverage in targeted local, national and international media.
* Provided oral and written interpretation services for client’s when needed.
* Proofread end document and make any necessary changes.
* Ensure that the context of the language isn’t altered during interpretation

**Education**

**University of Essex** 2008 - 2009

MA - Theory & Practice of Human Rights, Human Rights

**Birzeit University Palestine** 1996 - 2000

Bachelor's Degree in Journalism & political science, Journalism

**Certifications**

* **Art of Influencing - 2013**

Booking.com Amsterdam, Netherland

* **Customer Service local expert**

Booking.com Dubai UAE.

* **Art of Communication 2012**

Booking.com, Dubai, UAE.

* **Multiple Tasking and Prioritization 2012**

Booking.com, Dubai, UAE.

* **Investigating War Crimes and Crimes Against Humanity**“-2007

Institute for International Criminal Investigation, The Hague.

* **Using UN Mechanism to protect human rights, 2007**

United Nation Office of the High commissioner for Human Rights & Palestinian Independent Commission for Citizen’s Rights, Ramallah, and Palestine.

* **Democracy and Human Rights in Transition Course- 2007**

United Nations University, International Leadership Institute, Amman- **Jordan**

* **Communication skills & Media Coverage 2003**

Ministry of Planning & International Cooperation, Palestine

* **Human and civil rights seminar, 2004**
* International Academy for leadership, Germany.
* **Editing, writing and photojournalism for news agencies uses-2002**

WAFA Palestinian News Agency, Palestine.

* **Photojournalism, Media Resource Center -1998**

Birzeit University, Palestine.