**Ms. QAMAR FAIZ**

#### 115 Coleman Ave., ON M4C 1P9

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* + 1. & 416-878-3294

PROFILE

* Fully accredited Urdu interpreter and conditionally accredited in Punjabi with Ministry of Attorney General Ontario- performed trials at Brampton court
* Translated and transcribed criminal case documents in both languages of accreditation as assigned by court or translation agency
* Accredited interpreter for Urdu and Punjabi languages with Immigration and Refugee Board (IRB)
* Four years experience as free lance interpreter in simultaneous and consecutive
* Performed interpretation though out Ontario as deputed by MAG / POA / agencies observing code of ethics, professionalism and decorum
* Qualified ILSAT for URDU and PUNJABI from Immigration and citizenship of Canada
* Completed 100 hours intensive training for interpretation professionals from MCIS
* Certified Court Interpreter training from MCIS
* MBA, major in Marketing First Class First Position and MA Economics from Karachi, Pakistan
* Professional certifications in teaching, adult training, Interpretation and TESL
* Excellent Communication, Organizational, Public Relations and customer service skills

**SKILLS AND ACCOMPLISHMENTS**

**Urdu and Punjabi Interpreter January 2010 - To date**

Freelance interpreter associated with MAG/IRB and various Law Firms and agencies for discoveries. Specialized in Legal Interpretation and translation.

**Urdu translator / language instructor January 2012 - To date**

Rendered translations for MAG and Access Alliance. Taught Urdu as a second language to non native persons

**Urdu and Punjabi Transcriber January 2012 - To Date**

**ILSAT test marker January 2013 - To Date**

**ENTREPRENEURIAL SKILL**

**Owner Coffee Time Franchise Aug 2007 – Jul 2009**

* Owned, managed and operated the Coffee Time Franchise
* Handled all franchise issues and Head office policies, instructions and requirements
* Hired, trained and monitored employees. Dealt with employment related issues such as WSIB, Payroll, termination etc.
* Complied with Provincial Health standards and Safety regulations for food
* Performed customer service, complaints resolution on permanent basis
* Dealt with vendors, service providers, Banks, Insurance claims and CRA

**Textiles Imports Indenter Sept 2004 – Aug 2007**

* Strong understanding of Canadian Import business practices, customer needs assessment and market conditions related to textile industry
* Established local business clientele and contacts

**TRAINING & TEACHING EXPERIENCE**

* Counseled people with emotional problems and soothed stress related problems
* Conducted personality development courses, soft skills training and yoga classes
* Conducted various complementary therapy, Rieki healing and counseling sessions
* Developed, designed and conducted various Teachers training courses
* Taught Organizational Behavior to BBA students at City –APIIT, Karachi
* Adjunct Faculty Member of COMMECS Institute of faculty Development (CIFT), Karachi to prepare In – Service teachers for Cambridge Tutor Award Certification (CTA) under the auspices and affiliation of Cambridge University of UK
* 10+ years experience of teaching business subjects at high school and community colleges (like Business Management, Economics and various marketing subjects)
* Arranged various students events and co-curricular activities

**OTHER PROFESSIONAL EXPERIENCE**

* Worked as personal account officer in CITIBANK N.A
* Performed customer service and trouble shooting at the cash counter
* Receiving deposits and cheque cashing. Marketing of banking and financial products
* Money transfer and issue of various banking instruments
* Performed administrative duties

**EDUCATION**

* MA (Economics) University of Karachi, Pakistan 2004
* MA (International Relations) University of Karachi, Pakistan 2001
* PGD Education & Research Hamdard University Karachi, Pakistan 1998
* MBA (marketing International University (Pakistan Campus ) 1990

**PROFESSIONAL DEVELOPMENT**

* Qualified TESL from TDSB
* Completed 6 months duration Cambridge Tutor Award Certification with **distinction in two modules** under auspices and affiliation of Cambridge University UK
* Certified Master Trainer from Iqra University, Karachi
* Enrolled in Teacher / staff training course at Seneca college
* Member ATIO for translation certification in Urdu and Punjabi
* Member APLI
* Member CIAO

References will be furnished upon request