**ZEINA TERKAWY**

***Address* :** UAE , Dubai, Dyafa Street

****

***Mobile* :** 00971555192269

***E-Mail***  : zeina\_terkawi@yahoo.com

**Objective Statement**

 To be a successful competitive individual in a progressive firm where I can utilize my knowledge and skills in an effective manner .Enthusiastic one to gain new familiarity in other field of work and to be a service-oriented person.

**PERSONAL INFORMATION**

Name : Zeina

Birth date : 09-01-1988

Marital Status : Single

Nationality : Syrian

Visa Status : Residence Visa

Driving License : Syrian Driving License

**WORKING EXPERIENCE**

**Sworn Translator Office ( Mr.Rateb Meccawi ) :**

**Syria (April 2005- January 2010)**

Position : Translator ( English-Arabic) ( Arabic- English)

*Translating EDUCATION & EMPLOYMENT DOCUMENTS*: Academic Degrees; Chef Licenses; Diplomas; Employment Certificates; Graduation Certificates; High School Transcripts; Letters of Recommendation; Nursing Licenses; Reference Letters; School Transcripts; Teaching Licenses; University Transcripts.

 [Translating IMMIGRATION & TRAVEL DOCUMENTS](http://www.wedoimmigrationtranslation.com/)**:** Adoption Papers; Alien Registration Certificate; Birth Certificates; Drivers’ Licenses; Immigration and Naturalization Papers; Immunization Records; INS Acceptance Documents; *Naturalization* Papers; Passports; Police Clearances and Police Records; Travel cards and other Travel Documents; Vehicle Registration Documents; Visas.

# **Translating LEGAL DOCUMENTS :** Affidavits; Notarized Documents; Power of Attorney Documents; Property Papers, Real Estate Deeds and Leases; Sworn Statements.

Translating FAMILY, FINANCE & MATRIMONY DOCUMENTS: Bank Statements; Divorce Certificates; Family Registers; Financial Records; Marriage Certificates; Medical Records; Proof of Income Documentation

**AL-RAWAFED PRIVATE SCHOOL : Syria ( October 2008-May 2009)**

# **Position** : English Language Teacher

Key Functions

**Develop English lesson plans in line with the national curriculum: -**

**Help** students to speak, read and write in English.**-**

 **- Classroom management**: Prepare English classroom and coursework materials, homework assignments, and handouts.

**-Evaluate the students’ class work and assignments**: Graded tests, essays, reports and other assignments

**-Communicate with parents, students and the teaching administration** to discuss student progress.

**Maintain discipline in the classroom -**

**-Take part in the school quality assurance :** Attend and contribute to school meetings and weekly briefing – Work as a team supporting school teachers in spreading and sharing good practices.

**National Insurance Company : Syria ( March 2007-October 2008)**

**Position:** Call Center Representative

**Functions**: **Key**

Handle incoming calls from policyholders, responding to inquiries, resolving problems and correcting policy errors.

Addressing customer complaints and service related issues to ensure high customer satisfaction

Take follow up action in respect of customer queries, requests and complaints and ensure effective closures.

**EDUCATIONAL BACKGROUND**

* Bachelor Degree in English Literature from Al-Baath University , Homs, Syria , for

the year ( 2012-2013)

* International Computer Driving License Certificate (ICDL) for the year (2010 – 2011).

**LANGUAGES KNOWN**

 English, Arabic, French

**Skills and Core Competencies**

Excellent communication skills (verbal and written ) in English and Arabic

Mature, patient, responsible and positive attitude.

Good listening skills

Team player.

Motivated and energetic

Planning and organizational skills.

Good attention to detail

 Ability to prioritize work and meet deadline

Very accurate and rabid keyboard

Ability to work a variety of hours and days, including early mornings and holidays.

 **ZEINA AL TERKAWY**