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Marital Status: Single

Summary statement

I am a motivated and ambitious team player with over 20 years of professional experience, skilled at navigating challenging work environments. With strong communication and problem-solving abilities, along with a solid work ethic, I am dedicated to delivering accurate results and managing my time effectively. My experience in multicultural settings, combined with bilingual proficiency in English and Arabic, gives me a competitive edge in diverse workplaces.

I have successfully led teams in high-pressure situations at G4S and the British Embassy in Jordan, where I gained a deep understanding of administrative, security, and organizational practices. Eager to learn and grow both personally and professionally, I am committed to enhancing efficiency and making a positive contribution to my workplace.

Skills & Competencies

- Communication: Excellent verbal and written communication skills in both English and Arabic.
- Technical Proficiency: Proficient in Microsoft Office Suite and skilled in internet navigation.
- Problem-Solving: Strong abilities in operational improvement and effective problem-solving.
- Organizational Skills: Exceptional organizational and interpersonal skills, with a focus on teamwork and collaboration.
- Office Equipment: Experienced in the use of various office equipment, including fax machines, scanners, and photocopiers.

Education

- Secondary Commercial Education, in Accounting. Iraq- Baghdad/1989.
- Diploma in teaching. Iraq-Baghdad /1994.

Professional Certifications and Training

- Appreciation Certificate for successfully thwarting an attempted infiltration at the UNICEF building during a security drill, UN Security Center, Jordan-Amman, 2007.
- Access Control Procedures and Counter Surveillance Training, United Nations Department of Safety and Security (UNDSS), Jordan-Amman, 2008.
- Appreciation Certificate from the US Ambassador for conducting a security drill at the US Embassy, Jordan-Amman, 2008.
- ICDL Certificate, Ministry of Education, Jordan-Amman, 2009.
- ICDL License, UNESCO Organization (online), Egypt-Cairo, 2009.
- Appreciation Certification, US Embassy, Jordan-Amman, 2010.
- Two Appreciation Medals, US Embassy, Jordan-Amman, 2010.
- IEDs & Conflict Resolution Practical Training Course, KASOTC (King Abdullah II Special Operations Training Center), 16-20 May 2010.
- Multiple Certificates in Management Skills by RLDT, related to the Foreign Commonwealth Office, Jordan-Amman, 2011.
- Course in Prism System, Lebanon-Beirut, 2012.
- Certificate in Performance Management, Jordan-Amman, 2012.
- Course in Pyramid System (Online) / Foreign Commonwealth Office (FCO), 2012 and refresher courses.
- Certificate in Personal Effectiveness, Jordan-Amman, 2013.

- Two Finance Courses in Requisitioning, Receiving & I-Expenses, RLDT (Regional Training & Development Center), UAE-Dubai, 2014.
- Course in Personal Impact and Effectiveness, Egypt, 2016.
- Preparatory Course in Human Resources Principles, The British Embassy, Jordan-Amman, 2017.
- International First Aid Training Courses by the British Embassy, Amman, last version, 2018.
- MAPA Program Training Course, G4S Company, Qatar, 2022.
- PMVA-DBS Prevention and Management of Violence and Aggression: Safe Restraint Procedure. Hamad International Training Center / Qatar, 2022.
- PMVA-SRP Prevention and Management of Violence and Aggression: De-escalation and Breakaway Strategies. Hamad International Training Center / Qatar, 2022.
- Creating a Culture of Respect in the workplace. AL-Negwa Academy/Hamad Medical Corporation (HMC), 2024.
- Change Management. AL-Negwa Academy/Hamad Medical Corporation (HMC), 2024.
- Develop supervisory skills. AL-Negwa Academy/Hamad Medical Corporation (HMC), 2024.
- Personal skills development. AL-Negwa Academy/Hamad Medical Corporation (HMC), 2024.
- Driving Licenses: Three licenses from Qatar, Jordan, and Iraq.

*** 3 Recommendation letters from Technical Work Managers, the British Embassy/ Amman.**

HMC (Hamad Medical Corporation)

Employees Health and Wellness Specialist, February 2023 – Present

Key Responsibilities:

- Provide counseling and therapy services to contracted security staff within HMC facilities.
- Conduct exit interviews for departing staff members.
- Participate in company job fairs and social events to engage with staff.
- Attend monthly Welfare meetings to discuss employee well-being.
- Oversee the induction and training of newly appointed staff members.
- Liaise between staff and management to address employee needs and requirements.
- Manage and address staff complaints, grievances, and objections related to employment conditions.
- Ensure effective communication channels to deliver clear and specific messages.

G4S Company, Qatar

Response Team Supervisor to the HMC, June 2022 – January 2023

Key Responsibilities:

- Ensure compliance with post orders at HMC/MHS.
- Implement and adhere to HMC Standard Operating Procedures (SOPs).
- Collaborate with medical staff to provide assistance to patients and their families.
- Evaluate team performance and deliver training to enhance skills and effectiveness.

G4S Company, Qatar

Access Control Officer to the HMC, January 2022 – June 2022

Key Responsibilities:

- Implement and adhere to the Access Control Policy.
- Ensure compliance with post orders for various positions across different sites.
- Follow and apply HMC Standard Operating Procedures (SOPs) consistently.

Zainaman Media Production/Kuwait

Position: Administrative Manager, 2019-2021

Key Responsibilities:

- Monitor and update staff on relevant company information.
- Liaise with official departments regarding human resources and licensing matters.
- Plan and coordinate administrative procedures to streamline processes.
- Manage schedules and deadlines to ensure efficient operations.
- Monitor costs and expenses to assist in budget management.
- Oversee contracts issued and received, coordinating with internal and external parties.
- Communicate management instructions and updates to all staff.

The British Embassy, Jordan

Office Manager, Technical Works Group Department (TWG) and Head Deputy Section

May 2011- January 2019

Key Responsibilities:

- Line manage locally engaged TWG staff, providing supervision, coaching, and conducting mid-term and end-term appraisals.
- Act as the HR officer for the team following the adoption of a decentralization system at the FCO.
- Assign and manage daily tasks for employees, ensuring efficient division of work.
- Manage transactions and approvals for the TWG team's Global Procurement Cards (GPC).
- Represent the Technical Works Group in meetings during the absence of the Technical Works Supervisor (TWS).
- Coordinate clerical and IT support for major London-funded projects.
- Liaise with London and local suppliers to ensure smooth operations.
- Prepare comprehensive weekly, monthly, and annual financial and technical reports.
- Raise Purchase Orders (PO) using the Prism system for MENA, managing invoices and payments through Manila/Online Banking.
- Ensure maintenance of Preventive Planned Maintenance (PPM) records and timely completion of vehicle journey sheets.
- Obtain quotations from local sources prior to the purchase of major items, such as household appliances.

#I have managed the Estate and Accommodation section at the British Embassy Amman for almost 10 months, as result I was able to get competitive renting offers and save more money.

Volunteered for three years with the British Scholarships Department/Chevening, serving as a member of the scholarship interview committee. <https://www.chevening.org/>

The British Embassy Amman (2011, Jan2017)

Position: Clerical Assistant, Technical Works Group Department (TWG) & PA to the Department Manager.

Key Responsibilities:

- Assist the Technical Works Manager in developing a comprehensive maintenance plan in compliance with Health and Safety practices.
- Organize the TWS program, coordinating meetings and travel schedules.
- Provide clerical and IT support for major London-funded projects.
- Liaise with both London and local suppliers to ensure efficient operations.
- Periodically update lists and documents, maintaining accuracy in the Pyramid system and shared areas.
- Manage local projects, including receiving quotes and issuing budgets.
- Process invoices against purchase orders and arrange payments through Manila/Online Banking.
- Demonstrate initiative and set high standards, fostering internal and external contacts to facilitate cross-team collaboration and support colleagues across the Embassy.

G4S Company, Jordan

Position: Site Manager to the UNICEF Iraq ISCA, 2006-2011

Key Responsibilities:

- Line manage a team of 12 security guards, overseeing attendance and work quality through supervision, coaching, and conducting mid-term and end-term appraisals.
- Monitor the performance and commitment of security guards to maintain high standards of service.
- Conduct bi-weekly reports on guard entitlements for submission to headquarters.
- Compile and maintain comprehensive records of employee information, vehicle movements and visitor logs to enhance efficiency and accessibility of data.

Directorate Education of Risafa1/The Iraqi Ministry of Education

Position: Compulsory Education Officer 2003-2005

Key Responsibilities:

- Monitor all primary schools within the geographical area to ensure enrollment of all children aged 6-9 years.
- Coordinate with the Ministry of Planning to gather and provide information regarding this age group within the same area.
- Prepare weekly and monthly reports detailing enrollment numbers and dropout rates.

*All documents upon request.