

MUNA MUBARAK AL-JASSIM

New Al-Rayyan, Qatar | +974 7091 7779 | **Kawader's ID no:** 018622 | muna.mubarak@outlook.com

OBJECTIVE

An accomplished professional with 8 years of experience at Hamad Medical Corporation. Holds a bachelor's degree in Psychology and Sociology from Qatar University. Skilled in bilingual communication, personal development, and preparing official government correspondence, with additional training from the MOAD Institute and Mega administrative training center. Dedicated to achieving excellence and contributing to organizational success.

EXPERIENCE

Administrative Affairs Researcher III

Hamad Medical Corporation | Doha, Qatar

Mar 2024 – Present

- Assist in the preparation and management of projects.
- Prepare reports and documentation required for departments' projects and research.
- Monitor the progress of ongoing projects to ensure adherence to timelines.

Secretary III – Complaints Management

Hamad Medical Corporation | Doha, Qatar

Jul 2016 – Mar 2024

- Implementing administrative procedures
- Organizing documents and paperwork and maintaining a filing system
- Assisting supervisors and staff with company projects and tasks

EDUCATION

BA in Psychology

Qatar University | Doha, Qatar

Jan 2024

AA in Arts – English

Community College of Qatar | Doha, Qatar

May 2020

TRAINING COURSES

Training Of Trainer (TOT)

Cambridge Training College Britian |London, United Kingdom

Feb 2025

Emotional Intelligence: Cultivating Immensely Human Interactions

University of Michigan | Michigan, United States

Feb 2025

Learning How to Learn: Powerful mental tools to help you master tough subjects

Deep Teaching Solutions | Coursera

Jan 2025

Personal Development Skills

Al Neqwa Academy | Doha, Qatar

Oct 2023

PERSONAL SKILLS

Strong analytical, problem-solving, teamwork, and bilingual communication skills with expertise in complaints management, data tracking, and process improvement. Proficient in RL6 Complaints system, with a focus on leadership and coaching development.