

DIALA HAMOUD

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Email: hamouddiala@gmail.com

Year: 1982

Nationality: Syrian

Social Status: single

Address: Syria, Damascus, Mazzeh

OBJECTIVE

I am seeking employment with a company where I can grow professionally and personally.

I seek challenging opportunities where I can fully use my skills for the success of the organization.

I want to succeed in a stimulating and challenging environment that will provide me with advancement opportunities.

SKILLS & ABILITIES

- Website Management
- Photoshop
- Office programs

EXPERIENCE

PROTECH Group for professional technologies

CCBS Supervisor, 2017 till now

- ADSL reservation & follow up.
- Following up clients' requests.
- Following up formal correspondences with STC relating to following services: o (FTTB – FTTH- Leased line- Microwave)
- Preparing daily and monthly reports to PROTECH's management as well as STC
- Resolving ADSL's technical problems.

VIEW | INTERNET SERVICE PROVIDER

Executive Secretary, 2012 till 2016

- Following up correspondences with public and private sectors.
- Following up clients' requests
- Resolving ADSL's technical problems.

SHABAB Project- Business Clinic Program

Administrative Officer Form, 2011 till 2012

- Receiving telephones and scheduling meetings
- Filling and retrieving organizational document
- Supervision of volunteers in Business Clinic

Arab Group for Exhibitions and Conferences.

Executive Secretary, 2009 till 2011

- Preparing reports, and following up incoming and outgoing correspondence
- Checking magazines and newspapers on daily bases.
- Attending periodic meetings, and preparing minutes of meetings.
- Receipt and delivery of mail, answering phone calls.
- Handling foreign delegations on fair days.

Al Maliki center for Training and Development

Secretary, 2007 till 2009

- Coordinating training courses schedules
- Promoting training courses via phone, emails and faxes
- Preparing reports, and following up incoming and outgoing correspondence.
- Receipt and delivery mails, and phone calls.
- File Archiving and indexing

Additional work experiences:

- Volunteer at EEMAA' Deaf Institute (2008 till 2009)

- Sequential learning experiences for student's
- Collecting data according to students' needs.
- Conducting through volunteer management, Weekly meetings for full-time volunteer; monthly volunteer meetings: for the proper functioning of the school
- Establish schedules and procedures for the supervision of students in non-classroom areas (including before and after school).

EDUCATION

Higher Institute of Applied Arts (Arabic Calligraphy and Islamic decoration)
Damascus – Syria 2004-2006

COURSES

Business Clinic Program - Negotiation skills, Communication skills, Corresponding skills, Training for Trainers at Shabab Project -2011

Internet Programming language HTML, PHP-2011

Electronic archiving management documents at Maliki for Training and Development 2008

English courses at Higher Language Institute-2008

Certificate Of Attendance of ICDL "Word, Excel, Access, Power Point, IT And Internet at Reda Computer Center - 2007

Certified executive secretarial skills and office management, active training management at Arab Quality Makers -2007

LANGUAGE

- Arabic: Mother Tongue: Very Good
- English: B1

REFERENCES

MR. IBRAHIM AL-SMADI, PROTECH GROUP COMPANY

Technical Manger

0944294904