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xxxxxx Royal Bonnet Circle, Gaithersburg, MD, 20886

Contact: xxx xxx xxxxx

E-mail: xxxxxxxxx@verizon.net

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## **Academic Exchange Specialist**

**9+ years' rich experience** in delivering optimal results & business value in high-growth environments

**Administration ~ Academic Exchange Program Evaluation ~ Team Management ~ Financial Management ~ Budgeting/MIS ~ Communication Skills ~ Relationship Management ~ Data Compilation/Analysis ~ Office Management ~ Record Management ~ Liaison/Public Relations ~ Secretarial Operations ~ Event Management ~ Correspondence/Filing ~ Library Management ~ Desk Coordination ~ Crisis Management ~ Training & Development ~ Front Office Management**

Proven expertise in initiating, developing, administering, and evaluating academic exchange programs and other activities supporting strategic goal. Gained invaluable experience and understanding of educational and cultural exchange programs. Demonstrated ability to interact with individuals at all levels and to gather, analyze and compile financial data. Core strengths in budgeting and financial management processes and policies. Deft in assessing training needs and arranging training sessions to keep skill-level of the men up-to-date with global standards. Open minded, with a flair for fruitful and positive interaction with people from different backgrounds. Ability to work under pressure and think/act strategically to achieve win-win outcomes. Excellent man-management, time management, leadership skills; Network + Certified Professional; Computer literate. Proficient in English, French, German and Arabic languages.

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### **EDUCATION**

- B.A. in Humanities, University of Maryland, University College(Anticipated) – 2011
- Associate of Applied Science with honors, Montgomery College, Rockville, MD – 2006

### **SELECTED ACCOMPLISHMENTS**

- Distinction of managing the two-way flow of students and scholars.
  - Actively involved in providing employment and training services to asylees and refugees people from all around the world.
  - Developed and implemented many new ideas of administrative procedure for saving time.
  - Responsible for monitoring inquiries, evaluating student needs to guide them through the enrollment process.
  - Structuring annual operational budget and implementing control measures to contain expenses within defined limits.
  - Introduced the concept of MIS reporting to update the Management on regular basis.
  - Handled management of facilities/infrastructure to ensure cost effective workability.
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### **EMPLOYMENT HISTORY**

#### **Designation,**

Montgomery College, Rockville Campus (Department of Chemistry),

Since 2009

#### **Senior Administrative Aide**

Montgomery College, Silver Spring, MD (Montgomery County Refugee Center),

2007 to 2009

- Accountable for providing administrative and secretarial support to the Director of Employment Services for the Targeted Assistance Program.
- Closely monitored the day to day operations of the office by providing information on program requirements, the Refugee Center policies and procedures.
- Associated closely in overall coordination of the Fenton Street Unit.
- Pioneer in preparing and following up credential evaluation applications with World Education Services.
- Drove the efforts to ensure projects on punch lists were completed on time, within budget and up to code.
- Interfacing & coordinating with the staff, organization, other government agencies and the general public.
- Drove the initiative to develop public presentation outlines, Web Site Development and Administration.
- Ensuring effective rendering of services to enable smooth flow of day to day operations; identified scope for process enhancements for improved services.
- Drove the efforts to organize the office and formulate processes to ensure proper documentation, and filing.
- Played pivotal role in organising project meetings and preparing action list based on minutes of meeting.
- Prepared confidential material for grievance and other personnel related meetings.
- Organized various training sessions for the team to enhance their performance.

#### **Help Desk Intern**

City of Rockville Government, MD, IT Department

2006 to 2007

- Associated closely in monitoring the projects assigned to the unit.
- Accomplished responsibility for monitoring troubleshooting of hardware and software problems.
- Geared the activities for providing coverage for the Help Desk.

#### **Library Technical Services Assistant**

Montgomery College, Rockville, MD

2003 to 2006

- Assumed responsibility for updating files, compiling interlibrary loan requests and maintain records of items received, stored, issued, and returned.
- Helped patrons in finding reference sources using many diverse resources and retrieving library materials.
- Closely monitored Checked in and out library materials and assisted with other technical services projects.
- Associated closely in preparing schedule for Business Plan Reviews, Program and Performance Reviews and organizing meetings as per schedule.
- Streamlined the filing system to ensure safety, security, and easy retrieval.

#### **Service Desk Coordinator**

Berkshire Towers, Silver Spring, MD

2001 to 2002

- Entrusted with the onus of monitoring front desk, emails, and reporting daily activities and incidents to the property manager.
- Developed plan to provide quality customer service to all prospective and current residents and to guests.
- Geared the activities to control access to the building and entry into apartments, monitored elevators, common areas, move-ins and move-outs.

#### **Administrative/Inventory Control Assistant**

France Telecom Mulhouse, France

1993 to 1995

- Responsible for tracking and updating telephone set inventory and quantities.
  - Updated client requirements in computer and their accounts and also handled administrative activities.
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**References and Verifying Documentation Furnished upon Request**