

# SUZAN ADEL ZAKI

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## EDUCATION

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- Master of Arts in Psychology, Alexandria University. (2017 – 2019)
- TESOL Certificate, TEFL International, Fort Hays State University. 2015
- Bachelor of Arts Psychology Department, Alexandria University. 2011

## EXPERIENCE

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March 2022 ~ Present

**Student Welfare Specialist** at Alamein International University (AIU). (Alamein, Matruh) (Full-time)

- Provide one-to-one counselling sessions to AIU students and keep accurate, confidential records.
- Develop and implement individualized support and treatment plans to enhance student well-being.
- Develop and align the center policies and procedures with the university's strategic plan and objectives.
- Facilitate student support groups and monitor student progress through continuous evaluation.
- Oversee staff performance within the center, while fostering creativity and professional development.
- Design and execute monthly work plans, activities, programs and projects.
- Evaluate the impact and effectiveness of Center for Student Welfare (CSW) programs and activities.
- Collaborate with internal departments and external services to ensure an effective and holistic service delivery.
- Ensure that publicity and information about student well-being is readily accessible to staff and students.
- Provide guidance and support to university staff in managing student-related well-being challenges.
- Conduct research and collect data to assess service quality and identify opportunities for innovation and development.
- Ensure adherence to professional standards and framework across all the center's activities.
- Lead performance management, staff development, and strategic planning within the center.

December 2021 ~ March 2022

**Student Welfare Specialist** at Alamein International University (AIU). (Alamein, Matruh) (Part-time)

October 2023 ~ January 2024

**Lecturer** at Alamein International University (AIU). (Alamein, Matruh) **Introduction to Psychology Class**

August 2018 ~ August 2019

**Supervised psychologist** at Alexandria Medical Resort for Psychiatry and Rehabilitation.

February 2017~ August 2018

**ESL teacher trainer (TESOL Course)** at TEFL International, Alexandria branch.

February 2016 ~ August 2018

**English teacher** at TEFL International, Alexandria branch.

October 2014 ~ September 2015

**Benefits Specialist** at Speed Ahmed Hassan Company. Distributor of Proctor & Gamble Products in Egypt.

- Responsible of all the medical and life insurance operations for the employees over 18 branches.
- Responsible of the benefits upgrade and voice and data line requests.
- Follow up with the company branches' on the medical requests and company grants to the employees.

April 2014 ~ September 2014

**Company Trainer** at I.H Solutions Company for Marketing and Public Relations. (Trainee)

- Prepare soft skills course materials.
- Conduct employee course assessment needs.
- Train and coach the employees.
- Provide after training assessment.

December 2011 ~ January 2014

**Administrative Assistant** in the Intensive English Program (IEP) at the American University of Kuwait (AUK): (Kuwait)

- Coordinate and oversee technical, secretarial and office administrative duties in support of the Director and the faculty.
- Plan and provide student orientations and student mobility.
- Provide guidance, capacity building trainings and performance evaluation for student workers.
- Supervise the ESL Lab.
- Help students have a smooth and engaging learning environment.

October 2010 ~ January 2012

**Founder & Chief Executive Officer** of Voluntary Youth Service Initiative (VYSI): Nonprofit organization. (Alexandria, Egypt)

- Lead, motivate & coach the VYSI staff to achieve the VYSI ultimate goals.
- Recruit the VYSI management team, monitor their performance & develop their skills to maintain an excellent performance with creativity.
- Represent the VYSI in front of its sponsors, supporters & business partners.
- Prepare & design the monthly work plans, activities, programs and projects along with the VYSI management team.
- Evaluate the VYSI programs and activities.
- Design the organizational chart & job description of the VYSI management team.
- Conduct the VYSI volunteers' exit interview and Mid Volunteering Review (MVR) interviews.
- Networking and building sustainable partnerships with the business sector, voluntary & community sector.

October 2009 ~ September 2010

**Public Relations Director** of UAC (University Advisory Committee). American Center Alexandria

- Advise the Center on programs for youth in Alexandria especially university students.
- Build partnerships with other organizations.
- Plan capacity-building workshops to develop university students' skills.
- Plan, design and organize developmental and charity projects that leave good impact in the community.
- Provide orientation sessions to newcomers about the UAC programs and its benefits.
- Design various programs and activities that develop youth skills and build their capacities.
- Prepare meeting agenda and the calendar of events for the UAC programs.

July 2010 ~ August 2010

**Summer Internship Program at Egyptian LNG (Liquefied Natural Gas) Company. Trainee at the PR & Admin Department.**

March 2005 ~ April 2010

**Head Public Relations** In Two Youth Programs (YESBU) & (LYM). Bibliotheca Alexandrina (Special Projects Advisory)

- Represent the YESBU and LYM in national and international events like "The World Youth Congress" (WYC2008) in Canada.
- Participate in organizing many national and international events with different departments of the Bibliotheca Alexandrina such as conferences, workshops and seminars.
- Welcome the Newcomers and brief them on the programs and how they can benefit.
- Networking with other youth organizations, schools and universities.
- Create a YESBU and LYM Members' Database and update it.
- Handle membership issues.

March 2009 ~ August 2009

**GX Volunteer at The Global Xchange program:** (GX) Team 90. British Council (Cairo & UK), Voluntary Service Overseas (VSO) in United Kingdom & Youth Association for Population and Development (YAPD).

- Live and work with a counterpart from another country for six months.
- Spend three months in each country working on local community projects and living with a local host home.
- Being part of a diverse team both in terms of social and culture diversity, making decisions that have to take everybody into account.

## LANGUAGES

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- Arabic : Fluent – Native Language
- English : Fluent

## PROFESSIONAL COURSES

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- 2023 ACT for Depression and Anxiety Disorders Course by Dr. Russ Harris.**
- 2022 ACT for Adolescents Course by Dr. Russ Harris.**
- 2022 Positive Psychology: Applications and Interventions.** University of Pennsylvania
- 2022 The Science of Well-Being.** Yale University
- 2020 ACT for Beginners Course by Dr. Russ Harris.**
- 2018 Introduction to Acceptance and Commitment Therapy (ACT) Workshop by Dr. Dinah Ayna** (American University of Cairo).
- 2018 Art Therapy Course.** Arab Institute of Mental Health (AIMH)
- 2018 Training of Trainers (TOT) Diploma.**
- 2010 International Computer Driving License (ICDL)**
- 2008 Executive Secretary Diploma.**
- 2008 Public Relations Management Course.**

## PERSONAL SKILLS

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- Initiative, ambitious, learn easily, and dedicated.
- Excellent communication, coordination, negotiation and networking skills.
- Possess strong analytical, problem-solving, planning and organizational skills.
- Good team player, hard worker, multi-tasking, and flexible.
- Interested in knowing about, and working with other cultures.