

Dear Sir/Madam,

Kindly find attached a copy of my resume outlining my qualification and work experience, which I hope will be of interest to you. I am a person who enjoys a high standard of professional ability to perform my duties and obligations as I'm able to carry out the job under pressure and to the satisfaction of my superiors. I am on the lookout for an employment opportunity which allows me to improve my skills and contribute to achieving the organizations' goals. In addition to this, I enjoy a high stamina as well as a good professional reputation amongst my colleagues. I have experienced different jobs of various natures and cultures which enabled me to enrich my experience and added positively to my skills.

I would appreciate an opportunity to meet you at your convenience for a personal interview, so that we may discuss in greater detail how my qualification and work experience may be of mutual benefit.

Thank you for your time and consideration. I look forward to hearing from you in the very near future.

Yours faithfully,

**Nihal Mohammed Ibrahim Allam**

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## Curriculum Vitae



**Nihal Mohamed Ibrahim  
Allam**

### Contact Information:

**Mobile Phone** +971551243004  
**no.:**

**Email address:** nihal\_allam@yahoo.co.uk

### **Objectives**

To be an integral part of an organization of high esteem that will enable me to further develop my skills and enhance my personality so that I may earn a reputation of excellence and reach the heights of my practical future and to take a major leap in my career.

### **Work Experience**

**Currently, working as Corporate Document Translator/Team leader in Support Services Division, General Services Department at Abu Dhabi Health Services Company (SEHA), Abu Dhabi, U.A.E, since December, 2014 up to date.**

#### **Job responsibilities**

- Translate, edit and proofread a wide variety of company-related content from English into Arabic and vice versa.
- Translate and edit contracts, MOUs, consents and any other contractual documents.
- Provide skilled consecutive interpretation services in person and over the phone when required in a hospital, business meetings or legal settings.
- Research legal, technical and scientific phraseology to find the correct translation.
- Update/report to senior management, when required, the daily activities and the volume of work and productivity
- Develop, maintain records and produce reports of the database.
- Supervise and manage pools of SEHA Outsourced Translators.
- Provide mentoring and orientation activities to outsourced translators.
- Revise & edit all outsourced translated materials above to ensure accuracy, clarity, cohesion and conformity with SEHA standards and practices.
- Remain flexible to shifting tasks according the fluidity of SEHA activities or priorities.

**Work Experience – contd.**

I have worked as a **Quality/Risk Officer** in Quality Division, Compliance, Regulatory and Risk Management Section at Sheikh Khalifa Medical City (SKMC) in Abu Dhabi, U.A.E, as of October 12, 2006 until November 30, 2014.

**Job responsibilities**

- Quality/Risk Manager and On-site Administrator for occurrences online reporting tool 'Patient Safety Net (PSN).
- Receive and analyze incident reports above preparing, trending, benchmarking and following up processes.
- Handle education sessions, workshops and orientation programs for hospital Risk Management program and Quality Curriculum.
- Member of SKMC Excellence Team related to excellence performance awards (SKEA, ADEA, DQA, etc.)
- Develop orientation and education materials, including curriculum plans, short quizzes, curriculum handouts, presentations as well, prepare required course documentation, and participate in research activities which are related to quality and risk management.
- Arrange and handle monthly meetings with SKMC CEO and Senior Management.
- Prepare and present work-related CME sessions accredited from the Health Authority of Abu Dhabi (HAAD).
- Manage, coordinate and submit official reports to HAAD regarding Action Plans for areas of improvements and progress reports.
- Develop, participate, and contribute to the evaluation of the quality management programs and tools, such as FMEA, key performance indicators and hospital statistics.
- Perform a variety of complex administrative and professional assistance work in planning, coordinating, and managing the implementation and adherence to the facility accreditation process through the Joint Commission International (JCIA) standards and runs tracer activities based on the requirements of the standards.
- Facilitate, participate and support quality projects and surveys at SKMC.
- Prepare and organize Root Cause Analysis (RCA) meetings and reports in relation to various events like near misses and sentinel events.
- Participate in executing departmental policies and procedures.
- Participate in auditing and inspecting activities related to EHSMS legislations and ISO standards.
- Participate in translating the official website of SKMC, and different types of medical researches and brochure. Demonstrate administrative duties, prepare minutes of meetings, maintain the master database of the hospital, and participates in the orientation of new employees.
- Ensuring appropriate coordination and liaising with multidisciplinary teams in developing and reviewing documents and quality processes.

**Work Experience – contd.**

- I worked at Al Noor Legal Translation Bureau as Document Translator from October 2005 until January 2007, and Freelance Translator until January 2010, in Abu Dhabi, U.A.E

**Job responsibilities**

- Translating of different types of text such as medical, economic, and legal, as well as commercial correspondences, letters, and driving license, typing documents receiving and responding to faxes.
- Providing quotations for translation services offered.
- Providing clients with a grammatically correct, well-expressed final version of the translated text, usually as a word-processed document.
- Liaising with clients to discuss any unclear points.
- Proofreading and editing final translated versions.
- Researching legal, technical and scientific phraseology to find the correct translation.
- Following various translations-quality standards - such as those of the Association of Translation Companies to ensure legal and ethical obligations to the customer.
- Using specialist dictionaries, thesauruses and reference books to find the closest equivalents for terminology and words used.

- I worked at Al Falah Private School as an English & a Science teacher from February 1<sup>st</sup>, 2005 till May 31<sup>st</sup>, 2006, in Abu Dhabi, U.A.E

**Job responsibilities**

- Taking responsibility for the progress of a class of primary/elementary-age students.
- Organizing the classroom and learning resources and creating displays to encourage a positive learning environment.
- Planning, preparing and presenting lessons that cater for the needs of the whole ability range within their class.
- Motivating students with enthusiastic, imaginative presentation.
- Maintaining discipline.
- Preparing and marking work to facilitate positive student development.
- Meeting requirements for the assessment and recording of students' development.
- Providing feedback to parents and careers on a student's progress at parents' evenings and other meetings.
- Coordinating activities and resources within a specific area of the curriculum, and supporting colleagues in the delivery of this specialist area.
- Working with others to plan and coordinate work;
- Keeping up to date with changes and developments in the structure of the curriculum.
- Organizing and taking part in school events, outings and activities which may take place on weekends or in the evening.

### **Work Experience – contd.**

- I have worked at Al Norain Educational Center as English Language Instructor for one month only, April 2004, in Abu Dhabi, U.A.E

**Job responsibilities**

- Develop and explain methods that fairly measure student progress toward course objectives.
- Evaluate student performance fairly and consistently and return student work promptly to promote maximum learning.
- Maintain accurate records of student progress.

- I have worked as a freelance translator from September 2003 up to March 2004. (Cairo – Egypt).

**Job responsibilities**

- Translate different types of texts from English into Arabic & vice versa, such as: economic, political, legal, artistic as well as some texts from different books and English magazines.
- Provide translation of subtitling and market research focus groups.

### **Educational Qualifications**

- Master Degree in Quality Management at University of Wollongong in Dubai (UOWD), class of May 2013.
- B.A of Arts and Translation, class of June 2003 – Faculty of Alsun – Department of English Language - Ain Shams University – Cairo- Egypt.
- A holder of teaching license in English language from Ministry of Education, April 2005, Abu Dhabi – U.A.E.

### **Training Courses Attended**

- Attended ‘Legal Translator Training’ organized by Sabra Legal Training Institute from the period of February 14, 2016 until February 18 2016, Dubai, U.A.E.
- Attended Quality Improvement and Patient Safety Conference (QIPS) hosted by SEHA in partnership with the American College of Medical Quality (ACMQ) and the American Board of Medical Quality (ABMQ), Abu Dhabi, U.A.E, as of October 30 until October 31, 2015.
- Attended Patient Safety Congress 2014, and ad-hoc speaker for the topic of Reporting Incidents in Health Care, Dubai, U.A.E, as of September 16 until September 17, 2014
- Attended Arab Health Congress 2014 in Dubai - Education program on Quality in Healthcare as of January 27, until January 28, 2014
- Attended Custom Education Program on Joint Commission International Accreditation 5<sup>th</sup> Edition as of December 15, until December 19, 2013, Abu Dhabi – U.A.E
- Attended a workshop on Aligning Performance Improvement with SKMC Mission, Vision and Values, 6.5 CME hours – Abu Dhabi – U.A.E

### ***Training Courses Attended- contd.***

- ☒ Attended Patient Safety and Quality Congress on March 2013, Abu Dhabi – U.A.E
- ☒ Completed a training course in Six Sigma Green Belt at Alpha UK Training Institute, December 2012, Abu Dhabi – U.A.E
- ☒ Completed Academic IELTS Exam with an overall score (7), April 2012
- ☒ Certified Quality Professional afforded by MERIC Training and Consultancy Institute, January 2012, Abu Dhabi, U.A.E
- ☒ Attended a training session in Root Cause Analysis (RCA) provided by SEHA and instructed by National Patient Safety Agency Canada – Abu Dhabi – U.A.E
- ☒ Attended training sessions in Patient Safety Network System (PSN) – USA in relation to Risk Management Program, affiliated with SEHA Company from the Period of April 2011, up to date - Abu Dhabi – U.A.E
- ☒ Attended a bridging course in Finance, Economics, Statistics, Operation Management and Marketing at United Arab Emirates University on January 2011, Abu Dhabi – U.A.E
- ☒ Awarded Certificate of Appreciation in recognition of the valuable participation and support offered to the Occupational Health and Safety Committee at Sheikh Khalifa Medical City on February 2011, Abu Dhabi – U.A.E
- ☒ Attended Quality Standards and Hospital Accreditation Conference provided by Arab Health on June 2010, Dubai – U.A.E
- ☒ Attended a course in Customer Responsiveness affiliated with Sheikh Khalifa Medical City - March 2007, Abu Dhabi – U.A.E
- ☒ Fire & Emergency Preparedness Course at Sheikh Khalifa Medical City, October 2006, Abu Dhabi – U.A.E
- ☒ Awarded Certificate of Appreciation for participating in the Child Cancer Day, 2007 in Abu Dhabi – U.A.E
- ☒ Attended ICDL Course as of March 2004 until May 2004, Abu Dhabi – U.A.E
- ☒ Attended a telemarketing course for two weeks in "AMCOTECH", 2003, Cairo-Egypt

### ***Skills***

- ☒ Microsoft Office Applications 2010 (Word, PowerPoint, Excel, Outlook, Visio and Infopath).
- ☒ Excellent typing skills in Arabic & English (50/40 words per minute).

### ***Linguistic skills***

- Well-versed in Arabic language (Reading – Writing and Speaking)
- Excellent in English language (Reading – Writing and Speaking)

### ***Personal Data***

- Nationality: Egyptian
- Marital Status: Single
- Place & date of Birth: Cairo- February 16, 1983
- Address: Abu Dhabi, U.A.E
- Others: a valid UAE driving license*

### ***Other Assets***

- Desire to win and succeed in any scenario.
- Enthusiastic ambitious worker.
- Good interpersonal skills and commitment to service.
- Multitask and able to prioritize.

***<<References available upon request >>***