

Ibsa Abraham

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DoB 10-Nov-1991

Work experience

- October 2019 - Present **International Organization for Migration (IOM) - Cairo**
Hotline and Registration Assistant in Migrant Protection and Assistance Unit (MPA)
- Interpreting and translating Oromo, Amharic, English as well as Arabic
 - Supporting in the daily activities involving intake and registration of new applicants to MPA services
 - Assisting the Senior Migrant Protection Assistant in providing accurate and rapid pre-screening of all applicants for migrant assistance services
 - Communicating information to the relevant service team (s) promptly and as necessary
 - Identifying and assessing applicants' needs and providing adequate support / information accordingly
 - Answering incoming calls on the hotline and providing information on Localized Assistance and Assisted Voluntary Return;
 - Recording information regarding applicants, ensuring confidentiality and accurate data management
 - Handling the complaint mechanism by approaching applicants upon Completion of the service in order to get a feedback on the standards of the service
 - Following up on inquiries of migrants reported through the hotline
 - Scheduling of appointments for migrant assistance services, according to priority and staff availability
 - Scheduling interpreters to be available to facilitate migrant assistance service provision, as necessary
- Januar 2019 – October 2019 **International Organization for Migration (IOM) - Cairo**
Interpreter and Translator (part-time)
Interpreter and Translator
- Interpreted and translated English to Oromo and Amharic, and vice versa

April 2019 - June 2019

Saint Andrew's Refugee Services (StARS) - Cairo

Community Outreach Policy and Advocacy Officer

- Interpreted and translated English to Oromo and Amharic, and vice versa
- Trained community leaders on the fundamentals of advocacy, adapting the course as needed
- Assisted community leaders in applying advocacy tools and strategies to their advocacy efforts with donors, and other major policymakers, i.e. UNHCR
- Facilitated the flow of relevant information between Community based organizations (CBOs) and StARS
- Advocated with donors and others for greater involvement of refugees in decision-making and programming
- Contributed to the development of a network of CBOs and of networks including StARS and like-minded organizations
- Contributed to the evolution of Community Outreach's (CO) policies and procedures
- Maintained familiarity with the refugee populations and challenges they face in Egypt, including gaps in protection and assistance programs
- Regularly updated CO and CBOs' working knowledge of best practices in policy and advocacy

May 2018 - March 2019

Medecins Du Monde (MDM) - Cairo

Community Mental Health Facilitator

- Interpreted and translated English to Oromo and Amharic, and vice versa
- Acted as a focal point within the community: liaised with MDM team, NGOs and Primary Health Care units
- Organized community outreach events
- Facilitated primary healthcare accessibility in the community
- In line with MDM outreach strategic plan, developed a work plan to systematically reach out to the wider community
- Developed the mapping of the available services in the community to refugees and migrants
- Facilitated trainings and activities with CBOs and NGOs partners
- Interpreted sessions in primary health care units, CBOs and NGOs
- Handled office tasks such as regular meetings and reported on a regular basis to the seniors
- Planned events for awareness sessions in community-based organizations

January 2017 - August 2017

Care International - Cairo

Interpreter and Translator

- Interpreted and translated English to Oromo and Amharic, and vice versa
- **Advised clients about the office services**
- **Accompanied applicants for external services**

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| January 2016 - December 2016 | <p>Medecins Sans Frontieres (MSF) - Cairo</p> <p>Interpreter,Translator and Receptionist</p> <ul style="list-style-type: none"> • Interpreted and translated English to Oromo and Amharic, and vice versa • Ensured that all newcomers receive general awareness about MSF and its programs • Arranged new and follow up appointments for applicants • Recorded all needed patients' information to computer system on daily basis • Arranged patients' files by codes in a confidential way • Ensured that all applicants' files were collected • Provided information for about MSF programs for externals • Assisted in recruitment of new stuff • Attended daily morning meetings and other interoffice meetings and trainings as appropriate • Answered, screened and forwarded any incoming phone calls |
| April 2015 - December 2015 | <p>Egyptian Foundation for Refugee Rights (EFRR) - Cairo</p> <p>Interpreter and Translator</p> <ul style="list-style-type: none"> • Interpreted English, Oromo and Amharic languages • Advised applicants about the available office services • Enhanced awareness of EFRR 's legal support • Performed follow-up interviews to ensure clarity of the services provided • Provided primary education to some Oromo students in Cairo |

Educational background

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| 2011 - 2014 | <p>Adama Science and Technology University - Adama, Ethiopia</p> <p>Architecture</p> |
| 2009 - 2011 | <p>Karramille Senior Secondary & Preparatory School - Karramille, Ethiopia</p> <p>Highschool certificate</p> |

Skills

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| Languages | <ul style="list-style-type: none"> • Oromo - Native • Amharic - Native • English - Fluent • Arabic - Good knowledge |
| Computer skills | <ul style="list-style-type: none"> • Proficient user of several Operating Systems: Windows • Microsoft Office Suite • Excellent Internet searching skills • Good Social Media skills |
| Extra qualifications | <ul style="list-style-type: none"> • Excellent Communication and Interpersonal skills through the direct contact with refugees, migrants and the exposure to different cultures • Working under pressure and multitask |