

Karam Kassem

YATHRIB STREET- SALMIYA- BLOCK 11- HAWALLI – KUWAIT

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Summary

- A self-motivated, independent, and able to pick up on industry developments quickly.
- Able to multi-task effectively with a strong sense of urgency and bias for action.
- The gravitas to manage senior stakeholder management, cross-functional collaborations and provide effective communications counsel to multiple internal stakeholder groups, with good sense of judgement to navigate a large organization, and to influence others where necessary.
- Ability to think outside the box, see the 'big picture', have ideas, spot opportunities and connect quickly, and scale support where needed.
- Forward-thinking, Can-do attitude, Solutions-focused, with a passion for excellence.
- I have strong analytical & communication skills, experience in project management, and a strong ability to earn trust of others.
- My utmost goal is to get the right things done effectively and efficiently.
- I have the flexibility and willingness to get involved in the business operations at key times.
- I am someone who is fully aware of the important of maximizing the potential of any business through effective team working.

Skill Highlights

Communication - Negotiation - Professionalism – Integrity- Teamwork –Accountability - Client Orientation- IT awareness (Excel, Word, PowerPoint, Outlook, ILMS, Ariba, SharePoint & BI) – Commitment to continuous Learning- Respect for diversity & gender –Planning and organization- Project management - Agile and initiative - Consistency -Innovation and Creativity – Tactfulness – Resourcefulness- Business development – Business operations- Process improvement- Staff management – Business Planning- Strategic Planning- Decision making and judgment.

Accomplishments:

- Grew the revenue for the Communications Division at Al-Rashed Co. 10 % QOQ by increasing the numbers of tenders and biddings submitted to the various clients and bringing up new clients.
- Increased productivity by 65 % by creating and devising new techniques for expediting day – to – day operations and activities by restructuring the old methods to meet client and stakeholder satisfaction
- Increased the Myservices application's (currently is being used by US Department of State Staff) efficiency and responsive rates by 55 % by modifying and adding more and consistent features.
- Decreased the discrepancy & disruption rate among internal stakeholders who used the Key Watcher by 70 % by suggesting & putting into practice a new and flexible SOP for organizing using the Key Watcher by GSO section in U.S Embassy in Kuwait.

Experience

Senior Administration Officer – 01-06- 2021-Present
Assad Shadow for Carports Co. – Kuwait

- Draft guidelines, reports and correspondence in (Arabic & English) on a wide range of issues for the general Manager and ensure that all relevant rules and regulations and policies are adhered to.
- Identify and resolve diverse issues/problems as they arise, and determines appropriate actions.
- Undertake research and analysis of policies and procedures, make recommendations for changes or modifications.
- Provide advice and answer general queries on classification procedures and processes.
- Draft responses to correspondence required from the company on administrative/policy documents.
- Provide advice and assist staff on areas of problem solving and dealing with ad-hoc issues that arise and undertake tasks and special projects.
- Assist with day-to-day administration of contracts between the company and external contractors for outsourced services.
- In collaboration with the financial team, process the payment of contractors' invoices and monitor payments.
- Report on all administrative, logistical and financial matters.

Property Officer - 09/2017-05/2021

Embassy of the United States of America in Kuwait, Bayan, Kuwait

- Supervised on-site inspection surveys for properties with relevant stakeholders and submitted the outcome to the senior manager.
- Presented reports on status of the projects and provided presentations, as required.
- Kept track of arrivals and departures of occupants of houses and updated RPA database.
- Drafted letters to landlords regarding landlord required maintenance as necessary.
- Maintained a log of letters sent and follow up on outcome and responses.
- Provided Customer Service to ICASS customers, including phone calls, written correspondence and follow-up.
- Kept all agencies/sections up-to-date on Housing questions/reports. This included; State, State ICASS, MCC, DOJ, EXBS, MSG, IPS, DOD, ODC, OBO Project and USAID., other agencies, RSO, Shipping, Facilities, Warehouse.
- Coordinated with warehouse to deliver/remove household furniture/appliances during the make-ready of new leases. This applied to terminations, including informing RSO to remove equipment.
- Managed and took all appropriate steps to ensure occupant pay the telephone and internet bill before they depart the post.
- Sent scheduled payment notices to FMO, lease renewal and termination notices to lessors.
- Followed-up with other agencies on payment fund sites.
- Processed closure of the bills when leases are terminated and drafted letters to utility service offices for the credit bills to be stopped and sent to the property owner after the last bill is paid.
- Maintained a monthly utility consumption database for each property under lease, in consultation with the voucher examiner in FMO and maintained a hard copy of utility receipts.
- Utility bills identify which service bill belongs to each residence and sent the report to Finance and maintenance excel sheet for records.
- Maintained General Services Office (GSO) housing files including assignment and email correspondence
- Arranged access permits to houses with the Regional Security Office (RSO) for landlords, contractors and workers.

Division Administrator - 10,2014 - 8/2017

Al-Rashed Holding KSCC, Kuwait

- Monitored and reported on all relevant upcoming business opportunities (tenders).
- Provided immediate feedback to Department Lead regarding the bids/tenders' development.
- Received and delivered the Invoices and followed up with customers for payment.

- Provided client focused service and ensured that information provided to clients is in accordance with company policies, procedures, and guidelines.
- Formulated, administered and conducted customer satisfaction surveys on 6 monthly intervals.
- Made requests for proposals, bids, and quotes in line with company's policies & rules.
- Drafted and performed all English & Arabic correspondence addressed to all stakeholders.
- Assisted departmental staff with contract interpretation and resolution of contract disputes.
- Prepared budget sheet of every awarded project before initializing local & international purchase orders.
- Translated legal contracts, Memorandums of Understanding, agreements, financial statements, annual reports and technical specifications from Arabic into English & vice versa.
- Coordinated with the department head to schedule the meetings, conferences and presentations.
- Maintained the bids and opportunities database and prepare reports for review.
- Enhanced the office staff's ability to manage and organize office effectively and professionally
- Provided comprehensive level of assistance to ensure operations are accomplished smoothly.
- Prioritized and managed multiple projects simultaneously, and administered a consistent tracking.
- Coordinated with corporate travel consultant to check the lowest fares and book air tickets for staff.
- Prepared the quarterly reports to the (Department Manager) to submit it to top management.
- Worked closely with tendering team and potential customer teams to provide knowledge and support to eventual development of tenders.
- Applied knowledge and understanding of applicable science and technology, gained through formal education and work experience.
- Worked with customers, demonstrates knowledge of existing and emerging technology and product areas. Formulated bids / quotes in coordination with project management team.
- Contributed to project teams & effectively planned and managed own workload to meet desired service level targets.
- Maintained a consistent client-focused approach with clients and other stakeholders.

Translator / Interpreter - 4/2013-9/2014

Global Linguist Solutions (GLS), USA - Sponsored by Kuwait Resources House Co., KRH, Kuwait

- Performed interpretation functions for the US Army in Kuwait inside (Virginia & Arifjan Camps).
- Assisted and facilitated the military liaison officer's mission.
- Provided interpretation assistance as needed by public affairs and combat troops in the field.
- Translated documents, provided written and spoken translation services during US & Kuwaiti officers meetings. Observed and applied strict level of confidentiality and discretion.
- Attended meetings, conferences, seminars, and working groups as requested by the military, to assist translating documents including meeting minutes into both English and Arabic, and provided advice to the military lead.
- Worked under very difficult environments in the desert most of the time.

Project Assistant - 12/2010 -3/2013

Global Security Systems, Hawalli, Kuwait

- Assisted Project Manager with the successful full cycle of assigned projects; from initiation to completion, including receipt of payment.
- Ensured all project documentation is accurate and uploaded into internal systems.
- Assisted project with customer communication and interactions.
- Ensured work authorization, completion certificates and all other required documents are obtained from client.
- Ensured work order tasks and purchase orders are completed and uploaded in a timely manner.
- Acted as a liaison between the customer and Project Manager to ensure project success.
- Addressed questions/concerns throughout the project.
- Performed tasks required by the Project Manager in support of project needs.
- Was aware of all aspects of the scopes of work so proper assistance to the Project Manager could be provided. was responsible to track project changes and produces updated schedules.
- Reviewed project information and compiled schedules in a timely manner.
- Filed all project documents appropriately (hard and soft copies).

- Organized, compiled and submitted support documentation on completion of project.
- Ensured attention to detail and keen sense of safeguarding other people's property and information.

Legal Translator - 12/2009 -11/2010

Al-Twaijri Law Firm, Kuwait

- Read through original material and rewriting it in the target language, ensuring that the meaning of the source text is retained.
- Used specialist dictionaries, thesauruses and reference books to find the closest equivalents for terminology and words used.
- Researched legal, technical and scientific phraseology to find the correct translation.
- Proofreading and editing final translated and edited documents.
- Providing grammatically correct, well-expressed final version of the translated text, usually as a word-processed document.

Professional Training & Certificates		
Training / Certificates	Provider Name	Year – Location
Communicating with Tact & Diplomacy	LinkedIn	2022- Online
Introduction to Life Cycle Thinking	Life Cycle Initiative	2022-Kuwait
Supply Chain Foundations	LinkedIn	2022- Online
Digital Marketing Foundations	LinkedIn Learning	2022- Online
Introduction to Results-Based Management	UN WOMEN	2022- Kuwait
Communication for Development (C4D)	IOM	2022- Kuwait
Introduction to Behavioural Insights	UNICEF	2022- Kuwait
Advanced Anti-Corruption: Prevention of Corruption	UNODC	2022- Kuwait
Introduction to Advocacy	UNICEF	2022- Kuwait
Sustainable Solutions to future-proof your business	EBRD	2022- Kuwait
Project Management Foundations	LinkedIn Learning	2022- Kuwait
Polishing your skills for excellent customer skills	FSI- USA	2020-Online
Using strategic thinking to consider the big picture	FSI- USA	2020- Online
Critical thinking for better judgment & decision- making	LinkedIn Learning	2020- Online
Content Marketing Foundations	LinkedIn Learning	2020- Kuwait
Project Management Foundations: Risk	LinkedIn Learning	2020- Kuwait
Understanding Risk	World Bank Group	2020 - Kuwait
Counter Trafficking in humanitarian settings (CTHS)	IOM- UN	2020- Kuwait
Prevention of harassment and abuse of authority	UN & UN Agencies	2020- Kuwait
Managing conflicts effectively in the UN workplace	UN & UN Agencies	2020- Kuwait
Fire & Life Safety	US Embassy -KWT	2019- Kuwait
Project Management Foundations: Budgets	LinkedIn Learning	2019- Kuwait
Cybersecurity Awareness	FSI- USA	2017- Kuwait
Annual Counterintelligence and Insider Threat Awareness T.	FSI- USA	2017- Kuwait
Cybersecurity Awareness	FSI - USA	2017- Kuwait
Preventing Harassment	FSI - USA	2017- Kuwait
Records Management for Everyone	FSI - USA	2017- Kuwait
Effective Executive Assistant	E&Y	2016 - Kuwait
Certified Translator (Arabic – English & vice versa)	AOT- Lebanon	2013 - Online
ICDL	CAPMAS	2007 - Egypt

Education

Bachelor of Arts: English Language & Literature –2002 - 2006 – Good

South Valley University, Egypt

Nationality: Egyptian Marital Status: Married +2

Kuwait Driving License: Yes – Valid till 2025

Residency Article # :18 – Transferable.