

RUBA QEWAR

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KEY COMPETENCES & SKILLS

<u>EDUCATIONAL FIELD</u>		<u>ADMINISTRATION FIELD</u>	
✓ Curriculum Developer	✓ Class Management Skills	✓ Strategic Planner	✓ Fluent English & Arabic
✓ Special Events Manager	✓ Patient in Giving	✓ MS-Office Applications	✓ Organizational Skills
✓ Field Trips Organizer	✓ Informative	✓ Staff Leadership & Development	✓ Team Player & Customer Service
	Thinking outside of the box		✓ Excellent Interpersonal Skills

EXPERIENCE

CEO (Chief executive officer) June 2021 - Present

- **American Islamic Diversity** Dallas/Fort Worth, TX, USA (Hybrid)
 - Managing cases for newcomer immigrants and refugees, assisting with paperwork, furnishing homes, securing vocational training and employment, and helping them integrate into Western society.
 - Oversee and delegate tasks to volunteers, ensuring they received proper training for their assigned roles.
 - Coordinate food orders for the pantry from the North Texas Food Bank (NTFB).
 - Ensure donations were distributed to deserving recipients.
 - Organize events for both donors and beneficiaries.
 - Attend meetings and collaborated with other organizations and government entities to explore opportunities for supporting those in need.
 - Lead Sensitivity Training workshops on professional interactions with Muslims, providing an introduction to the Islamic faith and Muslim communities.
 - Participate in speaking engagements at special events and invited functions.

Customer Service Manager June 2002-June 2006, October 2011-August 2015

- **WAL-MART** Dallas, TX, USA (Onsight)
 - Managed all customer needs and ensured exceptional service at the front-end.
 - Trained front-end associates to uphold service standards.
 - Acted as a liaison between staff and management to resolve issues.
 - Supervised cashiers, greeters, and cart pushers during the closing shift.
 - Oversaw cash transactions and reconciliations between cashiers and the company.
 - Troubleshoot system and network issues at the registers.

Translator (English – Arabic) August 2009-December 2009

- **BUNAT ALGHAD ACADEMY** Amman, Jordan (Onsight)
 - Designed blueprints for various marketing materials, including business cards, posters, flyers, and CD covers.
 - Edited and post-produced promotional videos for streaming on the company's website.
 - Designed and managed the company's website and social media platforms.

Marketing Manager April 2007-June 2009

- **ISLAMIC SERVICES FOUNDATION** Garland, TX, USA (Onsight)
 - Promoted curriculum books to Islamic organizations worldwide.
 - Managed website products and processed online orders.
 - Handled follow-up for import and export orders.
 - Set up booths at conventions, exhibitions, and bazaars for special events.
 - Experienced in both national and international marketing.
 - Proficient in inventory management and storage systems.

Public Affairs Executive Secretary & Web Master Assistant Summer 2001

- **EMBASSY OF THE USA in AMMAN, JORDAN** Amman, Jordan (Onsight)
 - Provided filing, typing, and general secretarial support to the Executive Public Affairs Section.
 - Assisted the webmaster in designing the embassy's website.

EDUCATION

Bachelor's degree: Arts & Technology; Gaming Concentration

UNIVERSITY OF TEXAS at Dallas Richardson, Texas, USA (GPA 3.9)

Diploma Degree: Office Management and Executive Secretarial Program

Y. W. C. A. (Young Women's Christian Association/Amman) Vocational Training Center Amman-Jordan (GPA 3.2)

Check my **LinkedIn** for more achievements: <https://www.linkedin.com/in/ruba-qewar-173511155/>