**SARAH AL HAJJAJ**

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**PROFILE**

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| **EDUCATION & PROFESSIONAL TRAININGS**  **Bachelor of Arts in Psychology**  The University of Jordan | June 2022  **Hostile Environment Awareness Training HEAT**  Norwegian Refugee Council (NRC) | Feb 2025  **Project Management for development DPRO**  The German University | Jan 2025  **CFPM, GP, O360 | NRC 2024**  **Montessori Educator Diploma**  Sensorial Life Academy | 2024  **Tour Guide Higher Diploma**  Amon College | March 2023  **Psychologist**  National Centre for Addiction | June 2022  **Safety trainer**  Centro Edile per la Sicurezza e la Formazione (CESF) | 2021  **Trauma Response & Resilience Certificate**  Syrian American Medical Society (SAMS) | Amman | 2021  **Human Rights & Advocacy Training**  Amman Centre for Human Rights Studies | December 2018  **Cultural Mediator-Arabic speaker**  Fondo ambiente Italiano | Napoli | 2015  **Skills**   * Data Analysis & Visualization: Power BI, Tableau, Excel, Google Tools, MS, Monkey survey * Reporting Tools: Microsoft Office, Research Tools, FGD & KII Methodologies. PMC * Advocacy & Access: Context Analysis, Planning, Stakeholder Engagement, Negotiation, Embassies, IHL * Digital Tools: Website Management, Social Media * DEI, GBV, Equality, Community development, Family * Psychological First Aid, Field First Aid * Security: Risk management, Crisis management, Conflict resolution, Workplace Safety, International Security * Global politics, MENA, International affairs, Non-profit * Education: Montessori, Special needs, Autism, Preschool and youth, programmes planning, development and Implementation, management, teacher’s mentoring, training and formation, Intercultural mediation, Migration. Psychology, Social science, case management, Criminology, Addiction recovery specialist   **LANGUAGES**  English -Fluent, Work proficiency  Italian - Native  Arabic – Native  Spanish - Basic | **WORK EXPERIENCE**  **Health, Safety, and Security | NRC**  *Amman, Jordan | Currently employed*  Monitored regional security across 6 MENA countries, conducted over 10 security assessments and staff inductions, and increased compliance with security protocols by 40%. Developed and shared timely security advisories and supported the planning and delivery of 10+ trainings and workshops to enhance operational safety and staff preparedness.  **Research Assistant | Meraki Labs**  *Amman, Jordan | 2022*  Conducted Key Informant Interviews and supervised Focus group discussions in key locations, collaborating with CARITAS Jordan.  Provided detailed analysis and reporting, contributing to evidence-based advocacy efforts for humanitarian projects.  Coordinated logistics and ensured adherence to ethical considerations in data collection and reporting.  **Co-Founder | Battota AI**  *Amman, Jordan | 2023*  Led advocacy and strategic initiatives for a tech startup.  Applied for funding and participated in incubator programs, showcasing the ability to influence key stakeholders and navigate complex funding landscapes. Key partnerships management, reflecting strong stakeholder engagement skills.  **Tourist Guide (Italian - English - Arabic)**  *Multiple Tour Agencies | Jordan 2023- Present*  Licensed guide, leading cultural and historical tours for Italian-speaking groups. Showcased excellent communication and organizational skills, managing diverse groups and coordinating logistics.  **Amman opera fundraiser Subtitles and Translation**   * AIDA, 2024 * LA TRAVIATA, 2022 * IL BARBIERE DI SIVIGLIA, 2019   **Interpreter**   * Referred Interpreter for ICE Amman * Referred Interpreter for Ibin Khaldoun for translation * PEARSON Education programmes, Ibin Khaldoun for translation * AICS AMMAN   **Trade Analyst Assistant and Interpreter**  *ICE Amman | 2016 – 2020, 2022, 2024*  Assisted with stakeholder management, translation, and B&B services for business professionals in the tourism and trade sector. International projects coordination, events planning and implementation, data collection. |

I am dedicated humanitarian worker, with a strong background in psychology, research, education, emergency response and security. Experienced in intercultural mediation, crisis management, and navigating complex conflict zones. Skilled in navigating intricate political and social landscapes, I excel in adapting to diverse cultural contexts and managing high-pressure situations. Fluent in English, Arabic, and Italian, I combine deep psychological, contextual, and intercultural understanding with practical experience to effectively address and resolve conflicts