**SARAH AL HAJJAJ**

mailto:sarahalqassem66@gmail.com

Italy, Jordan

+962797428311

**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 – NativeSpanish - 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