

## ASHRAF HADDAD

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### **EDUCATION**

***Brandeis University, Waltham, MA, USA, ended Feb 2014***

***The Heller School for Social Policy and Management***

Master of Arts in Coexistence and Conflict Resolution.

Thesis title: Media and Social Change; Evaluating the Missing Role of Media.

***Irbid National University, Irbid, Jordan, 2002-2006***

Bachelor of Arts in English Language, Literature and Translation.

### **PROFESSIONAL EXPERIENCE**

**Cooperation with Research Institutes of Sweden, RISE, Nov 2020 – Current.**

**Senior Development Consultant**

- Lecture and educate on a wide range of topics within global development.
- Designing and providing training online and on location.
- Monitoring and evaluation of project planning and proposals.
- Consulting organizations on educational strategies and courses.
- Leadership and problem solving within organizational structures.

**Mental Health Counselor, Nov 2017 – Current**

Counselling individuals, families, couples, and groups on mental and emotional health as well as personal development including but not limited to depression, anxiety, the need to manage harmful emotions and behaviours, or difficulties with coping with traumatic experience and events.

Counselling companies, Organizations, and authorities on positive structures, Leadership and Problem Solving, Positive Psychology within the workplace, community building and safety thinking, Corruption, Monitoring and Evaluation of organization structures and project implementation. Dealing with work stress factor.

**Malmö Multicultural Centre, May 2017 - Current**

**Founder & Educator** <http://www.malmomulticultural.se/>

- Designing lectures, workshops, interactive activities.
- Organizational structure management.
- Project design and implementation.
- Mentorship of groups working closely with youth & trauma.
- Handling of trauma and rehabilitation individually through mentorship or within group work.
- Lecturer in social politics, cultural communication, corruption, and effective system thinking.
- Motivational speaker.

**Malmö City, Nov 2017 – Sep 2020**

**Elementary and middle school teacher.**

- Holding the responsibility of a teacher in accordance with the Swedish school law.
- Planning and teaching all topics.
- Specialty in English, History, and social science.
- Planning lessons with compliance with the school system.

- Working with Learning Difficulties in children.
- Focus on ADHD, Autism, Aggressive behaviour and such in children.

***Spiritus Mundi, Malmö, Sweden, Nov 2015 – Feb 2017***

***Lecturer/ Educator/Workshop Designer/Mentor***

- Created, designed, and conducted several workshops and educational tools and methods for civil society organizations, focused on expanding our understanding of psychological components of radicalization, prevention of radicalization and extreme violence.
- Provided lectures to different sectors such as Police, Libraries, The International Women organization, Boost FC Rosengård (women integration organization), teachers, community/youth workers, political parties, and organizations.
- Frequent speaker on regional and international conferences on violence and extremism.
- Mentorship of radicalized youth, working closely on his rehabilitations through dialogue, activities, and knowledge exchange sessions.
- Created and developed an educational Board game targeted to words “gender roles, mediation, aggression, political conflict and diplomatic negotiations”.

***UNHCR, Khartoum and Kassala, Sudan, Feb - Aug 2012***

***Resettlement Consultant***

- Visited camps in eastern Sudan and conducted case-screening processes.
- Interviewed, built, and presented cases to the UNHCR – Hub in Nairobi.
- Advised, consulted, and guided refugee interviews process.
- Screened cases to identify needs and priorities caseload and resolved backlog problems.
- Coordinated with other departments to speed cases in the pipeline.

***International Organization for Migration – IOM, Amman, Jordan, Apr 2009 – Feb 2012***

***Program Assistant/ International Caseworker/ DHS Support Specialist/Field Operations***

- Elicited and recorded refugee claims and conducted form-filling interviews for the US Refugee admission Program, where trauma handling was a vital part in the interaction for case processing.
- Conducted Quality control casework and form filling; responded to applicants' inquiries and requests.
- Scheduled and organized cases for interviews by US Department of Homeland Security Refugee Officers.
- Contacted applicants and arranged appointments, assisted officers with interpretation during interviews and fingerprint collection, recorded interview results and requested security checks.
- Assisted DHS officers with any emergent need, including translating official documents, adjusting family compositions, taking case histories, and scheduling applicants.
- Assisted the IOM and DHS teams and team leaders with various other tasks as necessary, miscellaneous administrative and programmatic duties as needed.

***International Organization for Migration – IOM, Rabat, Morocco, Sep 2011***

***Team Leader/Caseworker***

- Headed the mission, scheduled cases for pre-screening and DHS adjudication interviews.
- Conducted casework and form-filling interviews, quality-controlled casework and form filling.
- Performed DHS support duties, headed meetings with UNHCR to coordinate the mission.
- Reported to IOM Amman on a weekly basis.

***International Organization for Migration – IOM, Jarjis, Tunisia, Jul 2011-Aug 2011/ Dec 2011-Jan 2012***

***Program Assistant/ Caseworker***

- Conducted casework and form-filling interviews and quality-controlled casework and form filling.
- Escorted applicants in and out of the camp, addressed applicants' questions and concerns.

- Assisted the team leader with various miscellaneous tasks as needed.
- Visited Shousha Refugee Camp for processing duties.

***International Organization for Migration – IOM, Faya, Chad, May 2011-June 2011***

***Field Operations Assistant***

- Aided returnees from Libya by meeting them in Faya, Northern Chad, supplying them with food, water and medical care, trauma response and processing in coordination with other NGOs.
- Established medical/Transit centres and assisted in transportation of ill returnees to other medical NGOs and the local hospital space.
- Arranged sleeping tents, food, medicine, and statistics of incoming/outgoing persons to the camp.
- Registered and monitored registration process of local staff for returnees.
- Transported returnees to areas in Southern Chad after registration via trucks and planes.

***International Organization for Migration – IOM, Baghdad, Iraq, Feb 2010 - Feb 2011***

***Department of Homeland Security Support Team Leader/ International Caseworker***

- Coordinated field support for DHS teams of Refugee Officers performing adjudications; acted as liaison between the Supervisory Refugee Officer and IOM Amman.
- Facilitated scheduling and processing of Iraqi applicants for refugee status; ensured quality of case files presented for DHS interviews.
- Supervised additional DHS support staff; escorted applicants into the International (Green) Zone from checkpoints and briefed applicants on the resettlement process, individual case status and relevant security matters.
- Flagged potential discrepancy in cases or potentially radicalized individuals within the quota of asylum seekers.
- Addressed inquiries and requests from applicants, officers, and support staff; trained and developed supporting staff.
- Assumed responsibility for crises and emergencies by implementing security procedures for applicants and staff during evacuations and lockdowns.

***The International Organization for Migration - IOM, Amman, Jordan, Apr – Aug 2009***

***Interpreter***

- Performed two-way simultaneous interpretation for US Refugee Officers to facilitate communication for adjudication of refugee applications.
- Worked with large amounts of testimonies, which often contained complex legal, medical, military, and technical terminology.
- Interpreted testimonies with a high-level of accuracy for documentation purposes.
- Translated Arabic language print documents into clear English for officer review and analysis.
- Collaborated effectively in a fast-paced, high-pressured, multicultural, team environment.

***International Translator/subtitler/ interpreter May 2007 - Aug 2009***

***Subtitler, Translator and Trainer, proof-reader and editor***

- Performed translations of animated films and series for voice-over purposes.
- Processed a substantial amount of written English material to Arabic text, which requires literary expertise to convey intended tone and inflection to the target audience.
- Managed projects effectively and independently to meet stringent deadlines.
- Supervised other translators and performed quality assurance.
- Performed subtitling and dubbing of movies, documentaries and shows for different TV/cable stations, including National Geographic, ShowTime (currently OSN), Star TV, Al Arabia and Al Jazeera, dealing with topics such as history, politics, environment, science, etc.

- Translated numerous episodes of The Daily Show and The Colbert Report, which both contain highly political conversations, slang and humour and require creative thinking and resourcefulness to convey appropriately.
- Trained new employees on subtitling systems and programs (Polyscript plus SV3, win2020); translated documents and booklets for the World Health Organization (WHO).

## **CERTIFICATION & WORKSHOPS**

- Wisdom of Trauma course - Dr. Gabor Mate 2021.
- Introduction for teacher - IFOL "Malmö City", 2019
- Practical Project Leadership, Wenell management, Nov 2017
- UNHCR Stateless persons workshop, May 2012
- UN Basic Security in the Field II, 15 Jan 2012
- Awareness-raising session on the prevention of Sexual Exploitation and Abuse (SEA), 04 Dec 2011
- Workshop on LGBT sensitivity training, 25 April 2011
- UN Advanced Security training, Aug 09, 2009
- UNAMI-SSI SAIT, Dec 12, 2009
- UN Basic Security training, Aug 09, 2009
- International Translator Certification, Al Asbat Translation House in 2008

## **PROFESSIONAL AND ACADEMIC SKILLS**

Communication and media studies. Negotiation and mediation skills. Studies and research on conflict resolution and prevention of violence. Mentorship of youth. Human rights and sustainable development. Various experiences of dealing with trauma (from war zones, gender-based violence, kidnapping, abuse and more.) professional translator and interpreter. Social psychology studies and research. Counselling individuals, families, couples, and groups on mental and emotional health issues as well as personal development. Philosophy studies. Various experiences and knowledge in the planning and implementation of projects. Educational tools building.

## **LANGUAGES**

- Native Arabic
- Fluent English
- Very good Swedish

Sincerely,

Ashraf Haddad

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