



Lujain A. Khader

Administrative (Chaos Coordinator)

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Profile

Professional administrator with **6 years** of experience **providing administrative support** in educational institutions.

An expert **multitasker**, I can **solve problems**, **organizing** chaotic workplace on daily basis, and **detail oriented** with successfully implementing **solutions** to create optimal efficiency.

One of my greatest strengths is my **perceptiveness**. I've always had a natural ability to pick up on changes in people's emotions by noticing body language or facial expressions. This is something that's served me well over the past six years when I was in charge of new employee's **on-boarding process**, and **team building** in different departments.

EXPERIENCE

11/2017-06/2023

ADMINISTRATIVE ASSISTANT • MIDDLE EAST UNIVERSITY BOARD OF TRUSTEES | CONTROL AND INTERNAL AUDITING UNIT - CIA-MEU

- Professional in providing administrative support to the internal control unit, affiliated to the university Board of Trustees.
- Experienced in managerial auditing practices, regarding the implementation of systems, policy's, and processes that approved at the university .
- Quality Assurance liaison officer /CTC AND CIA-MEU representative (obtain the quality assurance certificate for the years 2017, 2018,and 2019.0
- Skilled in on-boarding process, coaching, and mentored new hires on working protocols, customer relationship services, student recruiting and many administrative assisting tasks.
- Creative Creator of many working forms (paper and electronic forms) that help organizing the work process.
- Co-founder of MEU-CIA control system.
- Advisor in organizing work procedures at the Consulting, training and language center.
- Training programs coordinator.

Education

- **Middle East University, Amman, Jordan - (in progress)**
MS. OF BUSINESS ADMINISTRATION
- **Middle East University, Amman, Jordan - 2012/2017**
BSc's. OF BUSINESS ADMINISTRATION, GPA: (3.06/4)

Skills

- Business process improvement
- Communication skills
- Public speaking skills
- Team management
- Time management
- Managerial auditing
- Training and on-boarding
- Always learning
- Sociable

certificates

- Train Of Trainers (TOT) \ Certified Trainer by ICL - 2022
- certified in building and leading agile teams 2020

Interests

- Quality assurance
- Training and development
- Controlling

Languages

- Arabic - native
- English - basic