

PERSONAL INFORMATION

Lilas Mazloun



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Sex Female | Date of birth 05/07/1986 | Nationality Syrian

WORK EXPERIENCE

(2016 - Now) Chief Executive Officer Assistant

Syrian Virtual University (www.svuonline.org)

- Devises strategies and policies to ensure that the university meets its goals.
- Deals with the university higher-level strategy and directing its overall growth.
- Plan, direct, and coordinate operational activities of University and Manage the university's day-to-day operations.
- Integrating University policy into day-to-day operations.
- Communicates with the general staff on the President behalf and coordinates logistics with high-level meetings both internally and externally.
- Monitor the university's metrics.
- Oversee the development and implementation of the University's comprehensive institutional plan.
- Lead the executive leadership team in the effective and responsible operation of the University and the use of University resources, focusing on operational excellence and solid fiscal performance.
- Protect and enhance the overall reputation of the University.
- serves as a liaison to the Board of Directors and senior management teams
- Develop and maintain positive and productive relationships with a wide range of internal and external stakeholders including the Board, faculty, students, staff and alumni, community leaders, other educational institutions, and officials in all levels of government.
- Observe and anticipate trends in post-secondary education and anticipate and guide the University through issues and challenges facing the University and the sector.
- Conducts research to identify and evaluate current needs and assembles materials needed for development.
- Drafts reports, proposals; prepares and coordinates oral and written communication with ministers and other organizations and universities.
- Administratively supervise HR director (recruiting, documents formatting, surveys set up and other administrative tasks).
- Administratively supervise PR, Students Affair, Exams directors.

(2015 - 2017)

BSCE Program Director Assistant and BIT Program Director Assistant

Syrian Virtual University (www.svuonline.org)

(2013 - 2017)

- Provide a suitable induction program for new members of staff to BSCE program.
- Give necessary advice for new tutors as well as offering guidance on BSCE Program policies and procedures.
- Identify areas for staff development and ensure that the necessary provision of training is facilitated.
- Offer support and assistance for all trainee tutors.
- Provide a time frame for all staff within the Program for Performance Management and associated sessions observations.
- Oversee all aspects of Performance Management and ensure parity and consistency of targets throughout the Program. All targets should be SMART and be in line with the Program and the university Improvement Plans.
- Deliver feedback to Director of Faculty on the performance of staff within the Program.
- Identify areas for staff development and report findings to Director of Program.
- Perform all duties and responsibilities of the Director of Program during any short-term absence and assist in the everyday running of the Program where and when necessary.
- Assist Director of Program in the responsibility for ensuring good staff welfare and morale.

Business or sector: Administrative

(2015 - Now)

Tutor (Communication Skills and Technical Writing, career preparation, introduction to Business Administration, Introduction to Marketing, Introduction to online Education, ICDL)

Syrian Virtual University (www.svuonline.org)

- College examination preparation
- Individualized instruction
- Records management
- Motivational style
- Goal planning
- Strong communicator
- Earned numerous recommendations from students and SVU Administration for effective teaching
- Teach how to Write CV.
- Teach Basics of writing an efficient report.
- Teach Basics of Marketing and business administration.

Business or sector: teaching

Exam Affairs Coordinator

(2010 - 2013)

Syrian Virtual University (www.svuonline.org)

- Organizes and coordinates submissions for final examinations. Ensures all examinations are received and that policies governing information and formatting are respected. Verifies and compiles information.
- Ensures methods of evaluation specifications are submitted and that related regulations are respected.

- Prepares examination schedules and timetables. Resolves schedule conflicts. Posts examination timetables.
- Reviews and participates in the establishment of production schedules. Verifies results to ensure instructions have been followed. Ensures all information is accurate. Ensures security measures are in place and maintained.
- Acts as resource person. Liaises between professor and students. Resolves problems. Makes recommendations to improve examination process.
- Obtains and compiles grades. Completes and verifies lists of examination results. Selects and adapts the calculation formula according to the grading system given by the professor. Coordinates submission of grades and requests for grade revisions as well as deferred exams. Verifies and corrects transcripts. Identifies and verifies files of graduating students. Prepares for and attends evaluation meetings and follows up as required.
- Identifies and verifies files of graduating students. Prepares forms requesting diplomas and lists of graduating students. Prepares documents for convocation, attends and assists with this event.

Business or sector Administrative

(2009 - 2010) **Student Affairs Coordinator**

Syrian Virtual University (www.svuonline.org)

- Receives and provides detailed information and consultation to students. Participates in the organization of admissions and registration. Prepares, examines and verifies admissions and registration session files. Ensures follow-up. Completes and approves forms concerning course or program changes, interdepartmental or inter-university registration.
- Assists academic advisors in relation to matters such as equivalencies, recognition of courses from other institutions, transfer of credits and probationary status. Prepares and verifies files. Coordinates and schedules student interviews.
- Advises students in relation to their files. Resolves problems. Ensures the application of academic regulations and deadlines
- Liaises with students, teaching staff. Provides explanations related to academic regulations, student records, programs and calendars.
- Controls enrolment in courses. Compiles information, verifies and updates timetables and calendar entries. Coordinates submission to central scheduling system and acts as a contact person for the unit. Maintains a current file of courses, calendars, programs, students and graduates.
- Produces and signs correspondence and instructions related to the duties of the position. Types various documents. Compiles information, updates, formats and edits, for grammar and accuracy, unit publications related to student affairs. Coordinates publication of materials in consultation with appropriate resource persons including maintaining and updating Web pages.
- Promoting the Syrian Virtual University in to the official universities fair.

Business or sector Administrative

EDUCATION AND TRAINING

(2010 - 2012) **Master in Business Administration MBA**
Syrian Virtual University (www.svuonline.org)

87%

- Project management.
- Project Management Strategy.
- Human Resources Management.

(2003 - 2007) **BA in Business Administration**

64%

Tishreen University

- Principle of Management.
- Principle of Marketing.
- Accounting basics.
- Finance management principles.

PERSONAL SKILLS

Mother tongue(s) Arabic

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Replace with name of language certificate. Enter level if known.					
French	A2	A2	A1	A1	A1
Germany	A1	A2	A2	A2	A1
Replace with name of language certificate. Enter level if known.					

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
 Common European Framework of Reference for Languages

Communication skills

- Good communication skills gained through my experience as a Student affairs coordinator and as Exam Affairs coordinator, and BIT program Director assistant, SVU president office Director which allow me to strengthen my skills with students, tutors and staff.

Organisational / managerial skills

- Team Leadership, Decision making, project management, Strategic thinking, Delegation, creating and keeping deadlines.

Job-related skills

- Good command of quality control processes, Coordinating events.

Computer skills

- Good command of Microsoft Office™ tools, using Excel sheet, ICDL (International Computer Driving License).

Driving licence

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ADDITIONAL INFORMATION
References

- Dr Zein Juneidi: Vice President / Planning, Student affairs Syrian Virtual University - Syria
 +963966884747, E-mail: sa_vice@svuonline.org.
- Dr Khalil Ajami: SVU-President, Syrian Virtual University - Syria
 +963930313131, E-mail: svu_president@svuonline.org.
- Dr Iyad Zokar: MBA Programme Director, Syrian Virtual University- Syria
 +963932405637, E-mail: mba_pd@svuonline.org.