

PERSONAL DETAILS:

Name: Mahmoud A. A. Mansour

address: Gaza Strip

Middle Area, Al Zawayda

Telephone: +970597041942

Nationality: Palestinian

Marital Status: Single

Date of Birth: 13.08.1989

Email: mansour.mahmoud1989@gmail.com



EDUCATION

UNIVERSITY OF MALAYA

Master of Arts – English Literature

(Teaching Literature, Literary Theories, Literary Criticism, Reading Literary Works, Writing Literary Articles, Drama, Poetry, Novels)

Malaysia

2018

AI-AZHAR UNIVERSITY-GAZA

Bachelor of Arts in English Literature

(Translation, Linguistics, Grammar, English Literature, Drama, Shakespeare, Literary Forms, English skills, English Language, Literature, Linguistics, Media, Drama)

Gaza Strip

2012

EXPERIENCE

Gaza University

Lecturer in Gaza University

-Taught English courses to Translation students

-Taught English courses to diploma students.

Gaza Strip

Sep. 2018 – Jan. 2019

University of Malaya

Research Assistant

Kuala Lumpur

2013-2017

- Provide ready access to all experimental data for the faculty researcher and/or supervisor
- Supervise undergraduate students working on the research project (maintaining records on assignment completion, acting as liaison/mediator between the undergraduate students and the faculty researcher)
- Conduct literature reviews
- Collect and analyze data
- Assist with academic research.
- Assist with the editing and preparation of manuscripts.
- Assist with duties related to the production of academic journals.
- Meet regularly with supervisor to discuss research assignments.
- Perform research work in archives, through interviews, online, or whatever may be appropriate to assist the assistant's supervisor.
- Manage and reply to project-related correspondence.
- Supervise any undergraduate students working on assigned research projects.
- Attend project meetings.
- Assist in the acquisition of research materials from campus facilities.
- Prepare other articles, reports, and presentations.
- Assist in administrative duties such as completing reports.
- Assist in committee work, including committee attendance.
- Demonstrate respect toward and cooperation with the supervising instructor.
- Perform other duties as assigned by supervising instructor.

**Pullman Hotel and Residence
Guests Service Officer**

Kuala Lumpur
July 2015 to Sep 2017

- Plan and coordinate the provision of friendly, efficient services to guests
- Plan and coordinate all promotional activities targeting clients
- Trace relevant statistics about clientele
- Coordinate and supervise all activities for guests
- Assist with check-ins / check-outs of clients
- Greet Guests upon arrival
- Assist all departments in being receptive to the needs of guests
- Assist staff with language and culture
- Attend recreation activities when necessary
- Plan and conduct group and function rundown meetings
- Assist in any other duties when required by the Front Office Manager
- Assist with translations (information: guest directory; menus etc.) as required
- Provide feedback from Guests to Front Office Manager for action

Sunway Resort Hotel & Spa

Kuala Lumpur

Arabic Translator, Front Office

Aug 2014 to Dec 2014

- Follow up with guest regarding satisfaction with guest-related issues
- Answer, record, and process all guest calls, messages, requests, questions, or concerns
- Run daily reports (number of arrivals, departures), identify any special requests, and check reports for accuracy
- Assist staff with expediting problem payments (e.g., problems processing credit card)
- Process all check-outs including resolving any late and disputed charges.

**Khaled Ben Waleed Sec. School, Gaza, Palestine.
English Teacher**

Gaza Strip
2011-2012

- Teaching English for high school students.
- utilise differing teaching strategies to support the learning of students from the full range of abilities.
- undertook pastoral and other professional duties.
- contribute to extra curricula activities by helping with the school drama group and assisting on drama productions.
- participated on parents' evenings and contributed in report writing,
- attended departmental and school meetings,
- designed and implemented schemes of work,
- taught Gifted and talented classes,
- taught Special Needs classes.

**Khaled Ben Waleed Sec. School, Gaza Palestine.
Substitute English Teacher**

Gaza Strip
2011-2012

- Teaching English for primary school students,
- teaching Literacy as well as teaching guided and group reading as part of the Literacy Strategy in the school
- Teaching and mentoring students with learning difficulties in English,
- assisting pupils with Special Needs to learn English on a voluntary basis.

**Palestine Save the Children Foundation
Administrative Assistant Volunteer**

Gaza Strip
Oct.2010-2011

- Update the PSCF's website
- Oversee projects progress through field visits.
- Manage files (including contracts, Terms of references, and Memorandum of Understanding) etc...
- Did field visits for follow-up
- Attended the project workshops

SKILLS

- Extensive knowledge of Microsoft Office (Excel, Word, PowerPoint, Access, Outlook)
- Well knowledge of Fidelio Opera.
- Proven public speaking, presentation skills, team interaction, problem solving skills and project proposal planning
- Experience in training and leadership.
- Efficient time management and ability to work under pressure.
- Good written, communication skills and excellent interpersonal skills.
- Typing at 60 wpm.
- Proven creative and analytical thinking skills.
- Proficiency in English and Arabic.
- Possess valid International Driving License.
- Scored 6.5 in International English Language Testing System in 2011 “IELTS”.

ACTIVITIES AND INTERESTS

- Translating poems and all kind of documents.
- Reading journals and novels
- House chores and cooking
- Internet
- Playing football

LANGUAGES:

- Arabic: Mother tongue
- English: Excellent
- Malay: Good
- French: Basic

References Available Upon Request