

Wasan Al-Ziadat

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Professional Summary

- Community trainer, health educator, and social researcher with proven experience in training, health awareness, climate justice, and customer service.
- Skilled in designing and delivering interactive programs for youth and women, facilitating workshops to enhance life and leadership skills.
- Strong communication, problem-solving, and team management abilities, complemented by professional certifications in entrepreneurship, digital marketing, leadership, and project management.

Key Skills

- Training & Facilitation (life skills, climate justice, health education)
- Community Awareness & Health Education
- Customer Service & Complaint Resolution
- Team Leadership & Office Management
- Digital Skills & Remote Work
- Time Management & Problem-Solving
- Microsoft Office (Word, Excel, PowerPoint)

Professional Experience

- Social Researcher | Private Company & Government Sector | 2024 - 2025: Conducted field research and social studies; delivered recommendations; prepared reports and presentations.
- Trainer | Ministry of Youth | 2023 - Present: Designed and implemented interactive programs; facilitated workshops; monitored and evaluated outcomes.
- Trainer | Climate Justice Programs | 2024 - Present: Delivered training on sustainability and climate justice; supported youth-led projects.
- Health Educator | Jordan Breast Cancer Program | 2024 - Present: Conducted awareness sessions on early detection; promoted health knowledge; used interactive methods.
- Customer Service Specialist | Medical Clinic – Amman | 2023: Managed client inquiries and resolved issues; coordinated appointments.
- Registration Officer | Educational Academy | 2019 - 2023: Assisted students with registration; handled inquiries from parents and students.

Education & Certifications

- Training Certificate – Public Security Directorate | 2024
- Entrepreneurship Certificate | 2024

- Project Management Fundamentals | 2024
- Leadership & Team Management Skills | 2024
- Customer Service & Communication Skills | 2024
- Digital Marketing Basics | 2024
- Remote Work & Digital Transformation | 2024
- Social Guidance – Certified by U.S. Embassy | 2023
- Secretarial Skills – Arab International | 2023
- Data Entry & Typing – Arab International | 2022

Volunteer Experience

- Facilitator | Youth Fingerprint – 2024: Supported training and ensured safe participation.
- Participant | Team Soor – King Hussein Cancer Center – 2024: Organized community support initiatives.
- Organizer | Crown Prince Foundation – 2023: Coordinated youth and community programs.