

Fatemeh Ziaee Nokand

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Experience

Office Manager

Ofogh Farda Nursing Home / August 2010 – March 2014

- Scheduling shifts by matching caregiver qualifications and availability to client's needs.
- Supervising caregivers and completing performance appraisals for caregivers at specified intervals.
- Initiating the hiring process for caregivers including processing applications, background screening, testing, interviewing, and reference validation.
- Orienting caregivers and maintaining caregiver files in accordance with policies and procedures.
- Entering, maintaining, and correcting client-employee files into the computer.

Assistant Sales Representative and Office Assistant

Arad Behbood Sepahan Medical Supplies Dealer / March 2014 – March 2022

- Setting surgery schedules with orthopedic surgeons.
- Answering client questions about credit terms, products, prices, and availability.
- Handling complaints or forwarding serious issues to the manager on duty.
- Obtaining deposits and balance of payment from clients.
- Preparing and submitting sales contracts for orders.

Education

University of Sistan and Balouchestan / Bachelor of Art in Educational Sciences Majoring in Education
2005-2009

Workshops

June-August 2021 – **Child Painting Coaching**

Voluntary experience

Children Counselor for substance abuse related families Noor Sina Society / May 2019 – Now

- Using painting therapy for 3-10 year-old children experiencing emotional or behavioral concerns.
- Using play therapy for children experiencing emotional or behavioral concerns.