

# Marah Abdallah

## Communications and Public Relations Officer

### Professional Experience Summary

Mass Communication graduate with hands-on experience in international relations, media production, and customer service. Skilled in event management, global partnerships, and effective communication. A proactive professional with strong problem-solving, leadership, and teamwork abilities, dedicated to driving organizational success.

### Work History Summary

#### **November 2024 – Present**

##### **Customer Service Specialist at iFM Facilities Management**

- Delivered exceptional customer service by responding to calls and emails and ensuring client needs were fully addressed.
- Coordinated service requests and followed up to ensure resolution and client satisfaction.

#### **May 2024 – June 2024**

##### **Production Assistant at Abu Dhabi Media Office**

- Developed production plans and budgets while managing equipment and supplies for media projects.
- Provided administrative support, including preparing scripts and paperwork for production sets.
- Reviewed contracts, invoices, and procurement system entries for equipment needs.
- Managed team schedules, including leave planning and overtime hours.

#### **January 2023 – February 2024**

##### **International Relations and Communication Officer at Emirates News Agency - WAM**

- Coordinated international media partnerships, including Memorandums of Understanding (MOUs) and news exchange programs.
- Organized major events such as the Global Media Congress and World Government Summit 2023.
- Managed global media delegation visits, including scheduling and logistical arrangements.
- Analyzed and tracked news metrics to achieve organizational objectives.
- Facilitated international communication and coordinated official agency tasks during conferences.

#### **Contact information :**

+971 50 515 9816

[marmar.abdullah8642@gmail.com](mailto:marmar.abdullah8642@gmail.com)

#### **Personal Information :**

Marital Status: Single

Valid UAE Resident

#### **Qualifications:**

Bachelor Degree of Mass Communication Specialized in Communication and Public Relations  
Abu Dhabi University, U.A.E, 2023

#### **Software Experience**

- Microsoft Office

#### **Languages**

- Arabic, Native
- English, Fluent

#### **Relevant Strengths**

- Result Oriented
- Team Player
- Communications skills
- Flexible and Adaptable
- Organizational skills