

OSAMA FATEH JOUDEH

Phone +00971581377453 - UAE

osamajoudeh7@gmail.com

URL Linkdein Profile: <https://www.linkedin.com/in/osama-joudeh-554a0b165/>

CAREER OBJECTIVE

My goal is to utilize my relevant bachelor degree and technical experience in **Mass communication and Media**. Therefore, I am seeking for new challenging job opportunity in organization to allow me to develop and progress my career further to contribute in overall success and growth of my organization and client's project deliverables in terms of quality, and branding image.

ACADEMIC QUALIFICATION AND EDUCATION

- **B Sc. in Khwarizmi International College - Abu Dhabi** **2014 - May, 2018**
Media and Mass Communication Faculty- Digital Media Path
Graduates with GPA 3.32 "VERY GOOD".
 - **Area of Focus (Key Credentials):** Blogs and Social Networks, Online Journalism, International Public Relations, Online Public Relations, Radio and Television, Online Edition and Production, Media Mass Communication, Analytic Media Communication.
 - **Academic Projects:**
 - ✓ **Fitness Zone Magazine:** "In English", Health, Fitness and food articles and photos.
 - ✓ **Graduation Project:** "One Endeavor Hopeful Future".
- **Roya Academy (Professional Certifications):** **July - August, 2021**
 - Integrated Workshop in Photography, Directing and Video Editing Course.
 - TV Sports Reporting by creating Articles, Digital Contents and Video Press Course.

UNIVERSITY PROJECTS & TRAININGS

- | | |
|---|----------------|
| ➤ Magazine Project "Fitness Zone" | May 2018 |
| ➤ Website Project "Fitness Zone" | April 2018 |
| ➤ Media Innovative Business Plan "Study Lounge" | December 2017 |
| ➤ Media Production Video Project "Advertising Program" | November 2017 |
| ➤ Graduation Project "One Endeavor Hopeful Future" | September 2017 |
| ➤ Abu Dhabi Media Project "Development of Media TV & Radio" | March 2015 |

PROFESSIONAL EXPERIENCE

➤ ROYA TV - Social Media Specialist

January - April, 2021

Work Responsibilities



- Creating and administering contents, Responsible to update more than one page such as (ROYA news, ROYA entertainment, ROYA sports, ROYA kitchen,) on all social media platforms such as (Facebook, Instagram, Twitter, YouTube and TikTok).
- Tracking all the global trending topics on social media on daily basis, and monitoring competitors' channels from responses and interactions.
- Creating a video's content by using relevant attractive and innovative pictures and videos which is related to the content that would be presented, in addition creating an interactive post to increase the interaction numbers, and live videos on Facebook by using **OPS program**.
- Monitoring content everyday especially videos to find out the number of daily, weekly and monthly views for each video to evaluate the best content and provide **Social Analysis Reports**.
- Working as field video photographer with live press crew to cover occasions and events from street to audience.
- Uploading videos, posts, pictures and News on Instagram and Facebook by using **Creator Studios** tools.
- Maintain the copyrights by using **Rights Managers' Tool** on Facebook and YouTube.
- Publish and Schedule posts, videos and clips which is belong to channels and programs in social media platforms.
- Choosing some clips and identified by time code and send to the montage team, and creating a creative caption to our videos and posts, through Making lists of the most viewed content with revenues.

➤ FAB Bank (Call Center) - Customer Service Media Communicator 24 Sep,2018 -March 2020

Work Responsibilities



- Provide information about bank products and services, and bank media portals.
- Respond and follow-up customer complaint cases in center and social media platforms.
- Following various communication scripts when speaking to a caller (English & Arabic).
- Identifying customer needs, answering questions and providing solutions.
- Managing inbound and/or outbound calls, and social media response strategies.
- Customer engagement, Team collaborative platforms, and Develop media strategies.
- Communication in Arabic and English Languages.

➤ **TwoFour54, Abu Dhabi - Internship** **30 June-20 July 2017**

- Worked on multiple projects with the TV department and Majid Production editing the contents of programs in Arabic Language.
- Performed TV edits in editing department and produced using ADOBE Premier.
- Quality Control for "Eftah Ya Simsim Episode", Monitoring and reporting for voice clarity, Eco, and picture quality using the facility tools and devices.



➤ **Social Media "Facebook" Sport Group Creator and Admin** **Feb 2017 - Present**

- Writing and Editing Contents as update worldwide football news, events and articles in Arabic language, and translation in profiles.
- Interactive social media page manager, managing fans interests, follow up cases and response to fans posts.



➤ **Social Media "Instagram", Photographer and Editor** **2017- Present**

- Taking unique natural, food, buildings, occasion's photos with head titles.

➤ **360 Sport Media, Abu Dhabi - Sport Writer and Sport Video Analyzer** **Sep - Dec, 2015**

- Writing comprehensive sport online subscripsts and articles about all international football.
- Leagues and worldwide champions, and regional cups. "Creative Team Blog", In Arabic.
- Releasing sport analysis videos in 360 Studio in "Facebook Online Page", In Arabic.

PERSONAL MEMBERSHIPS, ACHIVEMENTS, CERTIFICATES

- Specialist in digital Marketing, LinkedIn E-Learning Course August 2020
- Recognized as a top achiever at FAB Bank Feb & August, 2019
- Credit card, Loan accounts, Bank Applications Trainings - FAB Bank 2018 - 2019
- Camera Lighting Training - Orient TV in Dubai 2018
- 360 Media, Sport Media Membership 2014 - 2018
- Research assistance for university students' projects "Photographer and Editor" 2014 - 2018
- Participated in Volunteering activities with AMIDEST "School Programs" 2010 - 2012

SKILLS

- Expert in Arabic Language (Speaking/Writing), Fluent in English (Speaking/Writing).
- Communication, Coordination, and negotiation Skills
- Energetic, Self-motivated, able to work under pressure
- Oral and technical writing skills in both Arabic and English
- Microsoft Office (Word, Excel and PowerPoint).
- ADOBE Premier CC (Video Editor) and WIX (Web Design).
- Utilizing tools, Intellect program, Customer connect, Green Screen soft wares.