

Nahyane Bakkali

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EDUCATION

2019 – 2022 *Universidad Nacional de Educación a Distancia (Spain)*

PhD Political Science.

Thesis: ‘Statelessness in Southeast Asia: a descriptive case of the Sama Bajau in Sabah’.

2016 – 2018 *University of Leicester, Leicester (United Kingdom).*

MA International Relations & World Order

Dissertation: ‘Towards a Sustainable Global South: South-South Cooperation and its challenges’.

2007 – 2013 *University of Sevilla, Sevilla (Spain)*

BA Audiovisual Communication

PROFESSIONAL EXPERIENCE

November 2020 – May 2021 *International Organization for Migration (IOM), Communications Intern*

- Assist in the implementation of all project development under supervision and direct coordination with the responsible person of the project.
- Monitoring the status of the implementation activities, ensuring compliance with the established Work Plan.
- Provide technical and logistical Support in the preparation of Project activities, in compliance with IOM standards.
- Assist in the adaptation and implementation of the awareness campaign in Andalusia, in coordination with the person in charge of the project and in collaboration with the person responsible for Communication of IOM Spain, while ensuring compliance with internal IOM standards.
- Support in the implementation and maintenance of social networks and all dissemination material and visibility (Photographs, interviews, videos) related to the project.
- Provide general support for the training sessions (such as logistic support, dissemination materials, presentations and others).
- Assist in the preparation of technical monitoring reports of the project. 8. Assist in the maintenance and updating internal project files.
- Demonstrate proactivity, creativity and great organization at work.
- Perform such other duties as may be assigned.

May 2017 – May 2019 *Play Media, Tangier (Morocco), Communication Specialist (Part-time).*

- This was a home-based consultancy job.
- Developed, supported & promoted Play Media’s communication goals.
- Assisted in identifying target audiences & proposed strategies to engage them.
- Assisted with different marketing campaigns as requested by the General Manager.
- Managed social media channels and the official website: www.playmedia.ma.
- Created and reviewed content before being published.
- Advised on general communication enquires from the General Manager.

Achievements:

- Improved the message of the company and sharpened the target population.

- Increased the number of followers on the social media channels and the website traffic.
- Made important changes in the communication structure and the financial spendings.

June 2013 – Current *Emirates Airline, Dubai (United Arab Emirates), Cabin Crew.*

- Thoroughly prepare for each flight. Updating self with onboard updates and communications to ensure that all elements of safety and service are consistently delivered.
- Personally introduce self to each customer with a smile and assist them.
- Demonstrate excellent product knowledge.
- Display a warm, friendly and courteous attitude; build rapport with customers throughout the flight. Identify opportunities to make a difference to the customers' experience by anticipating their needs throughout the flight. This is achieved by being personal, considerate and thorough towards our customers.
- Pay special attention to High Value customers including stakeholders, government officials and those with special needs.
- Ensure customers' safety and comfort throughout the flight.
- Provide information and clarification to customers of known delays, diversions, disruptions, and any ground arrangements or transfers.
- Act as a brand ambassador by displaying immaculate image and uniform standards. Demonstrate a positive and professional image with appropriate conduct and behavior at all times.
- Contribute as an active and supportive team member. Take direction from the seniors' decisions and act in accordance with the chain of command. Be prepared to work out of grade at any given time and proactively volunteer to assist in other cabins whenever necessary.
- Actively support and promote Duty Free sales.

Achievements:

- Visited 100 countries worldwide.
- Acquired a First Aid License and provided primary and secondary assistance to passengers and colleagues.
- Improved my communication and teamwork skills.
- Worked in a multicultural environment with colleagues from more than 100 nationalities.
- Delivered high standards of customer service and interacted with government officials, business partners and important stakeholders.

March 2013 – June 2013 *Vicente Ferrer Foundation, Seville (Spain), Communication Officer.*

- 4-Months support to the Communication and Marketing Department of the project 'Rural Development Trust' in Anantapur, Andhra Pradesh (India).
- Managed official social media accounts and created content to promote our activities.
- Prepared funding submissions for donors and after-action reports.
- Delivered press notes and managed media relations.
- Use and maintenance of the office's database.
- Developed and maintained working relationships with government representatives and NGOs to ensure understanding and cooperation in inter-related activities.

March 2012 – February 2013 *NGO SICOR Bolivia, Santa Cruz (Bolivia), Communication Officer.*

'Desarrollo Social a Través de la Musica' was started by Professor S. Lusardi, consisted at enhancing socio-economic conditions of vulnerable children in the Bolivian Amazon by providing them professional development. Mr Lusardi trusted me on leading the communication part of the Project. The communication project was carried out from Spain and Bolivia.

PHASE A - Sevilla (Spain). March - June 2012.

- Designed and executed the Communication Plan for the project Desarrollo Social a Través de la Música in Bolivia.
- Built relations and networked with professionals in order to recruit them to the team and contribute to the project.
- Prepared relevant reports and documents to apply for financial support from the University and other stakeholders, both in Spain and Bolivia.
- Mobilized resources from different donors in order to fund the project and carry out all activities as planned.
- Managed media relations and social media outlets.

PHASE B - Santa Cruz & other towns (Bolivia). July & August 2012.

- Carried out a research about the communication state within the NGO SICOR and its offices across the Chiquitania.
- Prepared and executed a Communication Plan to address the shortfalls found in SICOR, which included a new communication strategy, the creation of a website and social media accounts, a photo & video database of their activities with graphic material taken personally by me and basic communication training for its employees and volunteers.
- Managed media relations and social media outlets.

PHASE C - Sevilla (Spain) September 2012 - February 2013.

- Took on role of head photographer and organised a successful photo exhibition upon returning to Spain entitled 'Música en la Amazonía Boliviana' in a special event where a famous musical group performed indigenous music from the Amazon (https://youtu.be/dGOVG_KBiE8 & <https://youtu.be/L2C0iyJ-qlc>).
- Managed media relations and social media outlets.

Achievements:

- Project was successfully carried out as planned.
- My contribution to the project was awarded and appreciated by my colleagues in Bolivia, and thus issued me a certificate of appreciation.
- Managed to fund the entire project through external donors.
- Efficiently organised photo exhibition in order to shed light on our project and the field work that had been realized in Bolivia.
- The project had successful national and international media coverage.
- Donors granted us funding to carry out the same project in Goa, India.

March 2012 – February 2013 *University of Sevilla, Assistant.*

- Assistance to foreign students with their legal documents and new life at university.
- Interpretations (Arabic-Spanish, English-Spanish) between foreign students and administration officers.
- Performed different HR and administrative tasks.

Achievements:

- Got substantial knowledge about HR related duties.
- Improved my language skills.
- Learnt important legalities regarding legal residency in Spain and used this knowledge to assist foreign students to the best of my knowledge.

January 2011 – December 2011 *University of Sevilla – International Development Office, Sevilla (Spain). Assistant.*

- Selected from competitive students due to my motivation and knowledge about international cooperation.
- Managed the Volunteering Scholarship Program and the selection of candidates.
- Worked as part of a team in monitoring, evaluation and design of International Development Projects.
- Organised and promoted activities and initiatives related to Sustainable Development Goals, Gender Based Violence, Peace, Climate Change and Human Rights.
- Liaised with government authorities, private sector, international institutions, and NGO's.
- Built effective partnership between the Office and other entities.
- Assisted colleagues who were deployed in humanitarian emergency locations.
- Kept up-to-date knowledge of all the office's activities and advised University members and NGO's about them.
- Researched potential funding sources, both government and non-government donors.
- Other duties and administrative tasks as instructed by the Director.

Achievements:

- Successfully established partnership between the Office and the Vicente Ferrer Foundation.
- Learnt the basics of technical cooperation and managing humanitarian projects.

November 2010 – December 2010 *Andalusian Prospective Center. (Seville, Spain)*

- Carried out teaching Satisfaction surveys of the University of Seville's lecturers.

April 2010 – June 2010 *University of Seville – SADUS (Spain) Assistant, Events Organisation.*

- Planned and organised sport and cultural events under the supervision of the Events Organisation Officer.
- Acted as Events representative for sports events celebrated between April and June 2010.
- Acted as Public Relations officer between the University and different sports and cultural stakeholders that they were participating in our events, and created and maintained networks of effective contacts.
- Wrote and edited content on the University of Sevilla's sport events, and published them via our own social media channels or they were sent to the University's marcomm department.
- Performed general administrative tasks.

Achievements:

- Learned the basics of events organisation.
- Took lead in organising sports events and deal with athletes, media and other stakeholders.

December 2008 – June 2009 *Expansión Cultural, S.L., Sevilla (Spain), Communication Officer.*

- Managed the communication campaign of the first Zarzuela Company in Sevilla (June 28-29, 2009).
- Worked as part of a team to organise the COPE's Golf tournament (May 30 & June 20, 2009).
- Promoted the seminars 'Oportunidades en Europa' (March, 2009) & the XXIII Congress 'Academia Europea de profesores de Economía de la Empresa' (June 3, 2009).

Achievements:

- Learned the basics of working in a communication department.

- Successfully managed my first communication campaign.

June 2006 – December 2007 Societe Atento Maroc, Tangier (Morocco). Call Center operator.

- Worked in the Telefónica 1004 Customer Service, providing technical assistance and customer care services.
- Worked in Telefónica's information number 11818, providing international information to customers in Spanish, English and Arabic.

INTERNATIONAL VOLUNTEERING

May 2020 – August 2020 *United Nations Association of Somalia, UNV Lecturer (Remote).*

- To be available 2-4 hours a week.
- Assist in lecture planning, preparation and research.
- Contribute to design, prepare and develop courses and teaching materials
- Contact and teaching time with students.
- Checking and assessing students' work.
- To participate in the development, administration and marking of exams and other assessments.

Achievements:

- Created content for the topic 'International and Non-governmental Organizations'.
- Taught Somalian students about the UN system and created debates about controversial issues.

July – August 2010 *Jordan River Foundation, Amman (Jordan), Volunteer.*

- Assisted in the Community Empowerment Programme's Finance Unit by filing documents, translation from Arabic/English to Spanish and supported the Unit in administrative tasks.
- Other administrative tasks.
- The University has granted me a living allowance to do a volunteering activity in Palestine for 2 months, traveling via Jordan. However, due to a delay on the visa issuance, I was forced to travel to Jordan without the proper entry permit to enter Palestine. Therefore, I stayed in Jordan and tried to find a volunteering opportunity on my own. After several weeks of researching and doing interviews, I managed to get selected by the Jordan River Foundation. Unfortunately, I only had 10 days left in the country, so I decided to spend these 10 days in volunteering in their financial unit.

ACHIEVEMENTS

- 2017 – 2018 The Leicester Award Gold: A tailored development program that helped me to develop my confidence, resilience and decision-making skills.
- February 17th – 20th 2017: Harvard University, Cambridge (United States). Delegate and Conference Ambassador of HPAIR Harvard 2017. Harvard University was impressed with my innovative ideas, and thus selected me from multiple distinguished candidates to act as Conference Ambassador for one of the most important conferences in the United States.
- 2013 – 2018 Travel experience: visited 100 countries worldwide.

LANGUAGES

- Arabic (Fluent)
- Spanish (Fluent)
- English (Fluent)
- French (Beginner)