

Hibak Aden Guedi
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Professional Summary

Dynamic and results-driven professional with over 7 years of experience in public engagement, program coordination, and administrative support. Demonstrated expertise in managing sustainable programs, fostering cross-sector partnerships, and delivering exceptional client service. Proficient in project management, CRM systems (Salesforce), and bilingual communication in English and French. Adept at engaging stakeholders to promote sustainability initiatives, manage funding applications, and deliver impactful programs in complex, multicultural environments.

Professional Experience

Administrative Agent

CISSS de l'Outaouais, Gatineau, Canada

2024 to Present

- Welcome and assist users and visitors, providing clear information and professional service.
- Organize and update user records to ensure accuracy and accessibility for medical staff.
- Manage communication by relaying messages and coordinating information across departments.
- Schedule and monitor appointments and transfers, ensuring efficient service delivery.
- Support healthcare staff by transcribing and maintaining accurate care plans and prescriptions.
- Respond promptly during emergencies, initiating necessary actions and supporting crisis coordination.
- Explain administrative processes to users and families with clarity and empathy.

Public Engagement Coordinator

U.S. Embassy, Djibouti, Djibouti

Feb 2017 – Mar 2024

- Created and conducted strategies to promote U.S. foreign policy goals through public outreach and engagement with key audiences and institutions.
- Organized and led events such as campaigns, exchanges, and policy discussions to connect with community sectors.
- Built relationships with influential individuals and groups to raise awareness and enhance the impact of public diplomacy programs.
- Hosted and facilitated discussions, roundtables, and expert talks on key policies, increasing the Embassy's visibility and influence.

- Recruited participants for international academic and professional exchange programs and managed application reviews.
- Oversaw budgets and resources for public diplomacy programs, developed financial plans, and managed grants effectively.
- Used CRM systems (Salesforce) to track engagement activities and maintain up-to-date records for follow-ups.
- Researched and adopted new digital tools to improve engagement methods and address audience needs.

Administrative Assistant

Turkish Embassy, Djibouti, Djibouti

Sep 2014 – Jan 2017

- Prepared, keyed in, edited, and proofread correspondence, speeches, presentations, brochures, publications, and reports.
- Opened and distributed incoming mail and coordinated the flow of information internally and with the Ambassador.
- Scheduled and confirmed appointments and meetings for the Ambassador, streamlining daily operations.
- Answered telephone and electronic inquiries, relayed messages, and maintained communication channels.
- Ordered office supplies, maintained inventory, and ensured efficient resource management.
- Set up and maintained organized manual and electronic filing systems for easy access to information.
- Greeted visitors, identified the purpose of their visit, and directed them to the appropriate personnel.
- Arranged travel schedules, made reservations, and compiled necessary documentation.

Education

Bachelor of Political Science and International Relations

Istanbul University, Istanbul, Türkiye

2010 – 2014 (Assessed as equivalent to a bachelor's degree in Canada by WES)

Certifications

- Contact Relationship Management (CRM) System by Salesforce (2021)
- Strategic Planning Workshop for Public Diplomacy (2020)
- Preventing Discrimination in the Federal Workplace (2020)

Skills and Expertise

- **Languages:** Bilingual (English and French); proficiency in Turkish.

- **Technical Skills:** Salesforce CRM, Microsoft Office Suite (Word, Excel, PowerPoint, Teams), Adobe Acrobat.
- **Program Management:** Strategic planning, budgeting, grants administration, and outreach coordination.
- **Communications:** Public speaking, report writing, cross-cultural dialogue, and social media engagement.
- **Client Service:** Proven ability to deliver superior client-focused solutions and support.

Achievements and Awards

- Customer Service Award (2020)
- Eagle Award (2020, 2021, 2023)
- Mission Honor Award (2020, 2021)
- Extra Mile Award (2020)
- Official Recognition and Appreciation (2018)

Interests

- Community engagement, environmental sustainability, and multicultural collaboration.
- Personal hobbies: Cooking and reading.