

# ZEINAB ZINDANI

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1621 65th street | Brooklyn, NY | Remote [WFH] NON-1099 Role | E-mail: Agentzee21@gmail.com

**OBJECTIVE:** To immerse myself in an environment that promotes leadership, creative, innovative and educational values. In that breath of growth, supports the exchange of ideas, creativity, mentorship, and solutions, to have a positive impact in the community and world. Being a part of an environment that fosters curiosity and the needs of the people and community at large is a force of change and inspiration that can lead us all to success. The ideal vision would be of those same principles in creating the future together, today, along with community to create a sustainable, sensible, just, and compassionate blueprint.

## EDUCATION

*AAU (The Association of American Universities), New York University*

Master of Science in Humanitarian Assistance and International Development, May 2015

*CUNY, Brooklyn College*

Bachelor of Arts in Political Science, June 2011

*CUNY, New York City College of Technology*

Liberal Arts & Arts, June 2009

**Computer & Language Skills:** Microsoft Word, PowerPoint, Outlook, Excel, SPSS Data Analysis & Type: 70 w.p.m.  
Language: English & Spanish

**Key Skills:** Detail-Oriented, Brief Preparation, Illustration, Organized, Research, Team Player, Problem Resolver, Client Relation & Communications, E-mail & Calendaring, Appointment Setting, Office Management, Salesforce, Cooperation, Reporting & Documentation, Mediation, Professional Ethics & Confidentiality, & Transcription

**Certified:** Mediation Skills in Global Affairs  
Licensed Life Agent: NY, NJ, CT, MD, MI  
Life Insurance, Accident & Health Long Term Care, Annuities, with the Department of Financial Services

**Currently Open To:** Remote [Non-1099] Executive or Assistant Roles such as: Administrative, Data Entry, Legal, Operational, Holistic, Creative, Writing, Health, Project Based, Research, Underwriting, Advocate, or Coordinator

## EMPLOYMENT HISTORY

AUG. '18 – PRESENT

**New York Life Insurance Company**

**Financial Services Professional & Insurance Agent**

**Queens, NY**

- Helping clients understand their insurance and assets to help them achieve their financial goals in areas of: legacy, generational wealth, estate planning.
- Hosting workshops for community/being a resource to community to close the racial-wealth gap.
- Lunch & Learn: Hosting companies for 15 minutes and providing benefits package overview for employees/owners/managers.
- Develop a personalized approach that meets today's needs and tomorrow.
- Protection Planning.
- Retirement Income.

- Worksite Group Contracts.
- Final Expense Planning.
- College Planning.
- Supplemental Benefits: short-term/long-term disability, income protection, accident and sickness policies.

**AUG '15- JUN '17**

**SHINDA Management Corporation**

*CAMBA Property Manager of Anna Gonzalez Apartments*

*Williamsburg, NY*

- As a Property Manager, I was held responsible for the management of tenant services and requirements as well as supervising, monitoring, and managing certain physical, administrative, and financial aspects of the site on behalf of the owner.
- Work closely with maintenance crew to facilitate, support, improve the property physically from the exterior to interior i.e. residents apartments, common areas, basement, roof, offices, machinery, etc.
- Oversee the housing development to ensure that the property is audit ready, i.e. MOR, LIHTC & REAC.
- Develop and maintain a purchasing system and keep it under continuous review for effectiveness and economy.
- Collection of rents and other charges.
- Rental and re-rental of apartments.
- Annual certifications and re-certifications.
- 100% File Review.
- Development and implementation of a new tenant orientation program.
- Establish a liaison with agencies, private and governmental, which offer programs or services needed or desired by our residents.
- Prepare, or participate in the preparation of various reports required for the Regulatory Agencies and other arms of government.
- Be available on an appointment basis to residents having a complaint or grievance not otherwise resolved to the residents' satisfaction.
- Establish and monitor preventative maintenance programs alongside maintenance crew.
- Establish and operate an inventory control program.
- Weekly inspection of buildings and grounds.
- Apartment inspections.
- Ensure that the security system provides the maximum safe environment for the development. If the system is not delivering its maximum potential, the Site Manager will seek assistance from the Management Company's main office.
- Conduct Building and Apartment inspections (weekly).
- Maintain work order ticket system: oversee processing of work tickets, work order log.
- Receive all emergency repairs and resolve in consultation with Area Supervisor.
- Maintain Purchasing System: prepare purchase order upon placing order, maintain purchase order log
- Ensure 100% collection of rents and other charges.
- Rent units within 30 days of vacancy in conjunction with occupancy department.
- Ensure that all certifications and re-certifications are timely.
- Ensure that all files are reviewed and maintained in accordance with Shinda Management Cooperation's policies and procedures.

**OCT. '14 - AUG. '15**

**SHINDA Management Corporation**

*Administrative Assistant, Livonia Terrace Properties, LLC*

*East New York, Brooklyn*

- Streamlined daily operations at Livonia Terrace i.e. tenant services, maintenance crew assignments, daily orders/services needed for apartments and/or overall property/machinery.

- Learned the inventory of the site and created a tracking system for purchase orders, work tickets, supplies.
- Serving tenants in their daily requests: work tickets, recertification appointments, emergency repairs, etc.
- Worked closely with property manager, recertification specialist in carrying out appointments and daily tasks for maintenance crew.
- Worked closely with superintendent in maintaining a work ticket system for 17 buildings.
- Maintaining a purchase order log: send purchase orders to vendors/contractors when service is needed for physical or interior repair of the property in line with monthly budget.
- Write letters to tenants for appointments, rental payment reminders, lease violations, face to face letters used for welfare offices.
- Maintain rapport with all current and potential clientele.
- Process housing applications.
- Organize office inventory: created system to work for office staff and maintenance in order to streamline operations effectively and satisfactory.
- Ensure collection of 100% rents and other charges.
- Work closely with vendors to service building with supplies and/or physical service to property. Process invoices.
- Work closely with contractors in receiving bids, invoices, and resolution on internal and external issues to property and/or tenants apartments.
- Assist in legal matters with respect to tenants' rental arrears and housing court. Worked closely with legal assistant to property to collect arrears and simultaneously assist tenant in getting out of chronic arrears.

**AUG. '12-JUN '13**

**Public Allies of New York (AmeriCorps)**

**Wall Street, NY**

***Apprenticeship: Program Coordinator/Public Ally Ambassador***

- Tutoring and mentoring disadvantaged youth
- Fighting illiteracy
- Improving health services
- Building affordable housing
- Teaching computer skills
- Cleaning parks and streams
- Managing or operating after-school programs
- Helping communities respond to disasters: Hurricane Sandy
- Building organizational capacity

**Oct. '11-'15**

**IFENDU**

**Midtown, NY**

***Representative for IFENDU (NGO) at United Nations***

- Be IFENDU's Representative at the United Nations, New York, to attend the relevant UN meetings on behalf of IFENDU (as indicated by the executive director of IFENDU).
- Project IFENDU's mandate to attract possible funding partners and networks from which we can get support.
- Host an NGO event on behalf of IFENDU at a designated UN-related venue.
- Brief report on the event sent to the executive director by email soon after the event.
- Photograph of the volunteer, representing IFENDU, taken during the event.
- Information on sponsorship/ funding opportunities or partnership connections.

**Oct. '11-'12**

**United Nations International Children's Emergency Fund,**

**Wall Street, NY**

***Brooklyn College Internship: Program Funding and Prospect Development***

- Compiled briefing books for field visit trips: researched country's economy, political climate, along with other facts and data to facilitate the logistics of trips.
- Created itineraries for field visit trip members.
- Organized two fiscal year binders: alphabetized countries and members, tracked and updated all paper work for each member, created cover sheets for each country, matched documentation to respective areas.
- Created a trip activity schedule when members were traveling to field visit trips.
- Updated members' contact information.
- Disaggregated information that is vital in understanding how resources and funding is routed to a particular country based on their political climate and governmental barriers.
- Reporting to program officer for updates on reports, articles, analyzing resources of countries using primary and intranet resources.
- Organized inventory and supplies for participant field visit trips.
- Participated in a "Believe in Zero" commercial.

Sept. '10-'16

**Board of Elections**

*Brooklyn, NY*

***Poll Inspector***

- In charge of gathering all materials for voter's to pick up when voting.
- Instructed staff on scenarios and situations when voters have special situations such as: disability or wanting to perform a vote other ways to tailor their particular conditions.
- Tallied votes on canvass to make sure votes matched at the end of the night.
- Documented pads used for voting day.
- Reported and matched voter cards with results of voting scanners at site.
- Collected staff information cards for payroll.
- Returning all supplies used by staff and following checklist of all materials that were found originally at the beginning of the voting day.
- Rotated responsibilities among staff.
- In charge of reporting and confirming with site coordinator when there was a special situation with a voter and seeking viable solutions for the voter to vote.

Sept. '07- Jul.'10

**Chinatown YMCA of Greater New York  
Afterschool Program/Summer Camp Program**

*Chinatown, NY*

***Head Counselor***

- Implemented positive and successful work ethic within the required duty.
- Advised and guided children in enhancing their academic skills and core values within a structured period.
- Provided recreational activities based on educational purposes.

***Contingency Assistant***

- Laying out plans and confirmations for staff in their daily routines.
- Took office calls and recorded messages and updated staff on relevant calls.
- Scheduled facility usage, monitored interactions among staff and children.
- Organized showcases, reported back to supervisor and site coordinator on plans of the day.
- Managed database when assigned.
- Gathered and compiled weekly reports.
- Performed on-site outreach for community events and YMCA programs: assembling, reporting the progress, reaching out to families in joining the organization to fulfill needs, opportunity and enrichment.

***Dance Specialist***

- Instructor for dance which included elements of: ballet, pop, and hip-hop from grades K-5 mainly geared towards children's awareness of culture and breaking barriers.

- Main objectives were: discipline, teamwork, commitment, gaining the fundamental elements of dance, and exposure to different cultures.
- Dance classes were usually held for an hour over a time span of 4-5 months, and in this one hour, several goals were set, such as: consistency, patterns, rhythm, time, logistics, form, and style.
- Understanding and reviewing dance terms, assessment, the ability to understand what contributes to body movement, etc.
- Dance show cases were choreographed by my-self and other collaborators.

***Girls Mentor***

- Helped students pursue goals and core values through sessions that help build leadership, confidence, and determination.

***Summer Camp Senior Counselor***

- Provided leadership to all phases of camp program (students and staff). Held responsibility for 65 students in a five day a week, two month program.
- Assembled recreational activities to help students prosper creatively, competitively, and academically.
- Organized sessions geared in team building for students and staff.

***Academy Leader***

- Created lesson plans and activities in a meteorology academy: a ten week academy program based on continuing educational opportunities for students. Concentrated on special projects such as: weather stations, data analysis, weather codes, understanding modes and patterns of weather in all seasons.
- Built model behavior to help all different age groups interact; exhibiting leadership and following the core values of the organization. Enabled children to find ways in showcasing their creation and understanding of weather through projects, weather skits, quizzes, daily weather journals and monitorial jobs.

**Apr. 2005-2009**

**Save Darfur Organization**  
***Advocate***

***Brooklyn, NY (Remote)***

- Sent out petitions to local representatives, ambassadors and president.
- Donated for fundraising efforts on emergency deadlines of the organization.
- Involved friends and colleagues in joining Save Darfur to spread awareness.
- Sent updates on a daily basis of the progress of the organization.

**Affiliations & Membership:** Save Darfur, Alzheimer's Association, American Cancer Society, UNICEF, World Wildlife Fund and National Wildlife Fund.

**Best Method of Contact for Interview:** Electronic communication referenced above.

*References Available Upon Request*