

Dalia Rahman

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SUMMARY

Dedicated mediator with over 5 years of experience facilitating conflict resolution in corporate and community settings. Proven track record of successfully resolving disputes, enhancing communication, and fostering collaborative environments to achieve positive outcomes.

EXPERIENCE

Senior Mediator

Jan 2022 - Present

Resolution Strategies Inc., Atlanta, GA

- Successfully mediated over 150 cases with a 95% resolution rate, saving an average of \$50,000 per case in potential litigation costs.
- Developed and facilitated training workshops for corporate teams, improving conflict resolution skills by 40% as evidenced by post-training assessments.
- Implemented a new case management system that reduced administrative processing time by 30%.

Mediator

Jun 2018 - Dec 2021

Community Mediation Services, Atlanta, GA

- Mediated diverse community disputes, achieving resolution in 85% of cases and improving community relations.
- Designed conflict resolution workshops that improved participant satisfaction ratings by 25%.
- Collaborated with local organizations to create outreach programs, resulting in a 20% increase in mediation service utilization.

Conflict Resolution Specialist

May 2016 - May 2018

Nonprofit Dispute Resolution Center, Atlanta, GA

- Managed a caseload of over 100 mediation cases annually, successfully resolving 75% with positive client feedback.
- Conducted research on conflict trends, contributing to the development of targeted intervention strategies that reduced reoccurrence of disputes by 30%.
- Coordinated community engagement initiatives that increased awareness of mediation services by 50%.

EDUCATION

Bachelor of Science in Psychology

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Conflict Resolution, Active Listening, Negotiation Techniques, Facilitation Skills

Tools & Frameworks: Mediation Software, MS Office Suite, Google Workspace