TRESSY EL-HAWI

Professional Experience | Leadership | Community Engagement

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PROFESSIONAL PROFILE

Service-oriented professional experienced in federal administration, compensation services, regulated aviation screening and clinic management. Skilled in coordinating multiple priorities, reviewing detailed information, supporting colleagues and clients, and maintaining professionalism in demanding environments.

PROFESSIONAL EXPERIENCE

Certified Screening Officer

Canadian Air Transport Security Authority (CATSA), Ottawa International Airport | 2026 – Present*

- Perform passenger and baggage screening under Canadian aviation security regulations.
- Identify prohibited items and respond to potential security threats.
- Follow safety protocols and operational procedures, meeting national security standards.
- Provide client service in a busy, high-volume operating environment.

Administrative Officer

Department of National Defence, Director of Personnel Security and Identity Management (DPSIM), Director General Defence Security | May 2023 – Present*

- Coordinate, develop, modify, implement and monitor administrative procedures, processes and systems.
- Provide policy and procedural guidance, consulting functional specialists as appropriate.
- Collect, consolidate and analyze statistics and data; prepare correspondence, reports, briefing materials and presentations.
- Anticipate requirements, set administrative priorities and adapt processes to organizational needs.
- Plan, monitor and report activities; manage information flow, records, files and databases; identify trends and issues.
- Organize meetings and logistics, prepare materials, record minutes and create status reporting, including PowerPoint slides.
- Support personnel security screening processes, including administrative coordination related to polygraph examinations.

Clinic Manager

Derma Contour Ottawa (Cosmetic Clinic) | September 2023 – Present*

- Oversee clinic operations and workflows to support client service.
- Manage staff schedules, training and performance standards.
- Coordinate client consultations and follow-ups to support satisfaction and retention.
- Manage inventory and supplier communications to maintain products and equipment.
- Implement and monitor health and safety protocols.
- Develop marketing initiatives to promote clinic services.

Compensation Agent / Administrative Roles (Trusted Source Agent)

Department of National Defence, Ottawa | May 2019 – 2023

- Process client compensation requests, validating information and documentation.
- Analyze transactions involving unpaid leave, returns from leave, retirements and other leave types.
- Enter codes and effect sequences; follow up on adjustments in accordance with relevant collective agreements.

- Respond to clients by phone and email, explain pay processes and provide required documentation.
- Analyze requests and apply public-service compensation guidelines and policies.
- Maintain Excel, HRMS and Outlook records; manage data entry, information flow and case management.
- Review HRMS, Phoenix and PeopleSoft records, messages, action/reason codes and effect sequences.
- Provide bilingual inquiry responses and translation support in both official languages.
- Perform peer case reviews, recommend process improvements and collaborate with Human Resources payroll teams on new-hire and status-change documentation for the Pay Centre.
- Assist employees with Access to Information and Privacy (ATIP) requests and coordinate processing.

LEADERSHIP AND CIVIC ENGAGEMENT

Candidate for City Councillor, Ward 18 (Alta Vista)

City of Ottawa Municipal Election | Fall 2026

Participated in the October 26, 2026 municipal election. Engaged residents, community associations and local business owners, participated in public forums and interviews, communicated priorities and coordinated outreach activities.

PROFESSIONAL STRENGTHS

- Manage competing priorities and multiple tasks with accuracy and careful follow-through.
- Review large volumes of data from diverse sources and identify discrepancies.
- Handle high-volume incoming calls and in-person inquiries while maintaining professional client service.
- Adapt to changing processes and new challenges, and work effectively under pressure.

EDUCATION

- Technical Baccalaureate Diploma (Kindergarten Teaching), Lebanese Universal College, Lebanon, 2002.
- Psychology Program (two years), Lebanese University, Lebanon, 2001–2002.
- Technical Baccalaureate Diploma (Nursing School), Lebanese College, Lebanon, 2000.

LANGUAGES

- English: fluent.
- French: professional working proficiency, CCB certified.
- Arabic: native speaker.

TECHNICAL SKILLS

- Microsoft Word, Excel, PowerPoint, Outlook, Teams and Office 365.
- Phoenix, HRSS, PeopleSoft (HRCMS) and HRMS.
- ClaimX Web, Monitor Mass, CCM Enterprise and CRZ.
- Kroll Windows Software, accounting software and Internet Explorer (legacy).

SECURITY-RELATED EXPERIENCE

Administrative support for personnel security screening processes, including polygraph-related operations; aviation security screening and regulatory compliance.

REFERENCES

Available upon request.