

CURRICULUM VITAE: SHAHLA MEHRALIEI

Contact

Email: ShahlamehrAli131@gmail.com | Born: August 23, 1972 | Place of Birth: Bandar Imam, Iran

SUMMARY

Dr. Shahla MehrAliei is a retired senior manager from the Iranian Social Security Organization with over 26 years of distinguished public service in strategic planning, legal affairs, and claims management. A professional in human resource management, she currently serves as the Director of Public Relations and Instructor of Creative Writing at the Department of Education at Northwest International University. She is an accomplished author with more than 15 published works spanning management, social development, and fiction. Her unique blend of administrative leadership, literary creativity, and educational vision defines her legacy of public impact and cultural engagement.

ACADEMIC QUALIFICATIONS

- Doctor of Professional Human Resource Management

CURRENT ROLES

- Director of Public Relations, Department of Education, Northwest International University
- Lecturer in Creative Writing, Northwest International University
- Retired Senior Officer, Social Security Organization, Iran (Specialized in Claims, Collections, and Legal Representation)

CAREER EXPERIENCE & LEADERSHIP ROLES

- Senior Officer in Collections, Social Security Organization
- Head of Claims and Legal Department
- Legal Representative at the Ministry of Labor
- Member of Supreme Council of Social Security - Initial Committees

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- Representative of Employers - Trade Chambers Committees
- Member of the Record Review Committee

KEY INITIATIVES & ACHIEVEMENTS

- Designed and implemented a national documentation system to expedite case processing in all Social Security branches
- Pioneered the "Customer Appreciation Program" across the organization
- Developed innovative financial calculation methods for improved debt recovery
- Conducted inspections and audits of legal accounting records

RESEARCH & PUBLICATIONS (Academic)

1. Work Process Transparency and Customer Guidance, 2003
2. Effective Communication in the Workplace, 2004
3. Total Quality Management, 2004
4. Government and Customer Respect, 2003
5. Manager-Employee Communication, 2005

BOOKS & CREATIVE WRITING

1. Successful Managers and Employees, 2019 - Darolfonoon Press
2. Customer Relations Management, 2019 - Darolfonoon Press
3. Job Stress Management, 2019 - Darolfonoon Press
4. When Faith Was Fading, 2020 - Darolfonoon Press
5. Love Knocks Silently, 2021 - Darolfonoon Press
6. Farzaneh's Tears, 2022 - Darolfonoon Press
7. Land of Love, 2022 - Darolfonoon Press

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8. Night Whispers of Shahla, 2022 - Naqsh-e-Farda Press
9. Road of Love, 2023 - Darolfonoon Press
10. Me, the Night, and Him, 2023 - Darolfonoon Press
11. Thread of the Heart, 2023 - Naqsh-e-Farda Press
12. The Phoenix's Song, 2023 - Naqsh-e-Farda Press
13. The Ambassador, 2024 - Naqsh-e-Farda Press
14. The White Shirt of Moonlight, 2024 - Naqsh-e-Farda Press
15. How to Become a Writer?, 2025 - Naqsh-e-Farda Press
16. Enjoy Writing Again - In Editing

CONFERENCES, SEMINARS & FESTIVALS

- Presenter at "Productivity and Sustainability in Public Organizations" (2003-2004)
- Presenter at "Customer Service Appreciation" Seminar (2002)
- Presenter at "Women's Role in Sustainable Development" Seminar (2005)
- National finalist in the 2023 "Enduring Experiences" Festival (Ministry of Labor)

HONORS & RECOGNITION

- "Outstanding Retiree" Honor - Enduring Experiences Festival
- Life Story Published by Ministry of Labor in National Journal
- Productivity Award - Social Security Organization
- Awarded for Launching the First National Customer Service Program

PROFESSIONAL TRAINING & SKILLS

- Certified in Basic, Advanced & Executive Communication Skills (DISC model) - Northwest International University
- Certified in Attitude Quotient-based Communication

CURRICULUM VITAE: SHAHLA MEHRALIEI

- Certified Creative Writing Instructor - Northwest International University
- Instructor of multiple writing workshops - Georgia Part Institute of Art & Science
- Student of Public Speaking & Presentation
- Current BA Student in Behavioral Communication (DISC model)

PERSONAL INTERESTS

- Reading and writing
- Teaching and knowledge-sharing
- Enjoying and reflecting in nature

REFERENCES

Available upon request.