

Summary

I am an accomplished Human Resources Professional with a rich history of successful engagements within the Local and International Non-Governmental Organizations. My expertise lies in the realms of negotiation, analytical skills, customer service, and strategic planning. As a SHRM – Certified Professional and a holder of a Master's degree in Human Resources Management, I am dedicated to continuous professional development, bringing a robust skill set and a comprehensive understanding of HR practices to drive organizational success.

Work Experience

08.2023 – present - **People & Culture Officer - Lebanon**

Plan International Lebanon

- Managed senior recruitment with a strategic approach.
- Administered HRIS, ensuring compliance with labor laws.
- Optimized back-end HR processes for increased efficiency.
- Implemented a new archiving system for files.
- Strengthened global policy enforcement at country level.
- Conducted partnership assessments and capacity-building.
- Supervised performance reviews in line with goals.
- Improved onboarding communication for new hires.
- Offered strategic advice to enhance HR department's performance and achieve KPIs.

04.2021 – 08.2023 - **Human Resources Coordinator – Lebanon**

Anti-Racism Movement

- Directed, supervised, and guided HR Assistant to achieve departmental goals.
- Managed recruitment and employment cycle with focus on efficiency and compliance.
- Provided counsel on staff matters, including conflict resolution.
- Implemented payroll system adhering to Lebanese Labor Law and tax regulations.
- Managed National Social Security Fund (NSSF) and Ministry of Finance (MOF) matters.
- Orchestrated onboarding and exit processes for new and departing staff.
- Coordinated with legal counsel on Work Permits (WP) and Residency Permits (RP).
- Organized employee data in electronic and hard-copy formats.
- Introduced comprehensive HRIS for leaves management, performance evaluation, and recruitment.
- Reviewed internal HR policies for compliance with Lebanese Labor Law.
- Monitored and enforced staff adherence to internal policies.
- Managed communication with insurance service provider.

12.2018 – 11.2020 - **Human Resources Manager · Lebanon**

Action Against Hunger

- Successfully implemented new payroll software, providing comprehensive training and managing monthly payroll.
- Oversaw end-to-end recruitment process with a strategic approach.
- Managed training and appraisal functions, promoting professional development.
- Coordinated monthly per diems for staff, ensuring accuracy and compliance.
- Proactively communicated internal regulations and code of conduct to employees.
- Demonstrated adept staff management skills, addressing conflicts and fostering a positive environment.
- Maintained direct communication with legal counsel, addressing legal matters promptly.

01.2018 – 11.2018 - **Human Resources Officer · Lebanon**

Action Against Hunger

- Orchestrated negotiations for an improved medical insurance plan, balancing benefits and fiscal responsibility.
- Contributed to streamlined talent acquisition strategy.
- Managed monthly payroll for national staff with attention to detail and compliance.
- Proficiently managed HRIS for enhanced operational efficiency.
- Developed comprehensive Onboarding and Debriefing schedules.
- Handled day-to-day HR administrative processes for expatriate and national staff.
- Oversaw NSSF and MOF matters, ensuring legal and financial compliance.
- Prepared Work Permits for expatriates and managed national employee-related matters.
- Managed Visa and Residency issues for compliance and timely processing.

05.2017 – 12.2017 - **Human Resources Clerk · Lebanon**

Action Against Hunger

- Supported recruitment process, contributing to robust talent acquisition strategy.
- Managed staff medical insurance, ensuring comprehensive coverage and handling queries.
- Provided consistent support for day-to-day HR administrative processes for expatriate and national staff.
- Assisted in facilitating training and appraisal functions, promoting continuous professional development culture.
- Managed NSSF and MOF matters, ensuring regulatory compliance.

11.2016 – 04.2017 - **Community Mobilization Officer · Lebanon**

Solidarités International

- Implemented initiatives focused on the empowerment and mobilization of community members, fostering engagement and collaboration.
- Conducted comprehensive training sessions for community mobilizers across various districts within the field, covering diverse topics.
- Designed content and monitoring and evaluation tools for community awareness sessions in areas such as Child Protection, Gender-Based Violence (GBV), hygiene promotion, nutrition, and health.
- Led and executed community awareness events and safety audits, ensuring a proactive approach to community engagement and education.

Education and Qualifications

2018 – 2021	SHRM – CP Society for Human Resources Management Certified Professional - EON
2014 – 2017	Master's in Human Resources' Management - Lebanese International University, Beirut
2005 – 2008	Bachelor's degree in Pedagogy of Math & Science Cycle 2 - Lebanese University, Beirut
2003 – 2004	BAC II Lebanese Baccalaureate in Sociology & Economics Evangelical School, Tripoli

Trainings

08.2023	PSHEA & Safeguarding Essentials Plan International Lebanon
03.2020	Strategic Planning Workshop Action Against Hunger, Madrid
08.2019	Communication Skills & Business Etiquette Dr. Hasan Youness, Beirut
11.2018	Advanced Excel Formatech, Beirut
10.2018	First Aid Training Lebanese Red Cross, Tyre
07.2018	NSSF & Taxation Formatech, Beirut
11.2015	Effective Communication & Team Building by Dr. Souheil Jouaneh, Beirut

Languages and Computer Skills

Arabic and English: Read, written, and spoken fluently

Office 365, Google Workspace, MACC, & Dolphin for Payroll, Success Factors, Factorial HR

Adobe Photoshop

Hobbies and Activities

Photography, Painting, and Handcrafts

Winner of the 3rd prize in the Beirut Photo Marathon in 2013 and participant in the Beirut Photo Marathon 2014.

Freelance Photographer's Assistant (2012 – Present).