

## **Education**

2017-2019 Masters in Public Health (Management and Policy): American University of Beirut, Lebanon

- Full merit scholarship funded by Mastercard Foundation

2011-2015 BS in Medical Laboratory Sciences: Haigazian University Beirut, Lebanon

- Full merit scholarship funded by USAID

## **Certificates:**

2021: Risk Communication and Community Engagement Certificate- AUB- Beirut- Lebanon

2021: Project Management Certificate- Formatech- Beirut-Lebanon

## **Experience and Competencies**

From March 2019 till Now: Public Health Officer, humedica, Zahle, Lebanon

- Perform control and supervision of all PHCC-related cooperation
- Conduct needs assessments for the community and the supported centers
- Contribute to the log frame and help in setting the indicators for the project
- Prepare the strategic plan for the supported health centers to help them join MOPH network
- Assure that the work plan is followed within the agreed timelines
- Help in the budget planning and management of the PHCs supported activities
- Assure that the planned activities meet the planned budget
- Procure resources such as equipment according to the planned budget
- Prepare the exit strategy of humedica from the supported centers
- Prepare SOPs and checklist to enhance the quality of humedica's project
- Provide feedback and recommendations for further improvement of project activities
- Maintain good communication and relations with PHCs partners
- Provide data and inputs for all periodic reports (weekly, monthly, quarterly etc.)
- Collect and analyze feedback from beneficiaries
- Identify gaps and provide recommendations and action plans based on feedback
- Audit PHCCs records to reconcile project disbursements with patient records
- Prepare medications lists and provide them to the supported centers
- Identify training needs for the staff in the supported PHCs
- Organize, prepare and conduct training for the staff in the PHCs based on needs
- Develop tools for M&E
- Coordinate with internal stakeholders (country coordinator, liaison officer, M&E officer, accountant) and external stakeholders (other NGOs, MOSA, MOPH, UNHCR...)
- Prepare, review, edit, and submit regular reports to Country Coordinator and to donor
- Follow up on the needs of the supported centers (medications, equipment)
- Supports the management of the PHCs with the accreditation process
- Create appraisal forms for the staff in health centers and implement them

- Assist the country coordinator in assuring quality management of all project components in the Public Health field administrative support to coordinator
- Prepare payments reports to PHCs and ensure that the financial reports and cash flow related to the PHCs are documented
- Responsible for the implementation of the pediatric cardiologist project
- Responsible for the implementation of the eye glasses project
- Refer and receive cases that need special services and need including SGBV and CP cases
- Coordinate with the mental health department in referring and receiving patients
- Attend and participate in the health meeting group
- Represent humedica as a volunteer in the RRTs (Rapid Response Teams), in response to Covid-19 pandemic in collaboration with UNHCR

From September 2020- January 2021: Researcher, Smex, Beirut, Lebanon

The research project was about ‘Lebanon’s response to the Covid-19 crisis and the potential impact of a contact-tracing application (Ma3an application)’.

Available on: <https://smex.org/wp-content/uploads/2021/05/SMEX-Lebanon-COVID-APPS-Report-1.pdf>

- Prepared questionnaires and translate them into Arabic
- Conducted interviews with ministries, public health experts, workers, and refugees
- Transcribed the interviews
- Analyzed the collected data
- Wrote the summaries and conclusions
- Did literature reviews for the different areas of the project
- Attended regular meetings
- Wrote the final report

From September 2019- January 2020: Consultant, Beirut Arab University, Beirut, Lebanon

- Was a member of the accreditation team at the faculty of medicine
- Prepared the needed documents (excel sheets, pdf, word, links, hyperlinks)
- Analyzed statistical data
- Identified gaps and challenges and provide recommendations based on statistical data
- Prepared the self -study document for the accreditation of the faculty of medicine

January 2019 To June 2019: Internship; Lebanese Red Cross, Beirut, Lebanon

- Worked on Quality Improvement Projects
- Developed Standards and KPIs (Key Performance Indicators)
- Developed data collections tools and forms (qualitative and quantitative studies)
- Collected qualitative and quantitative data
- Identified gaps in several processes and provide evidence based recommendations based on assessments and analysis
- Liaised with the volunteers and higher management to identify challenges and provide solutions

Fall 2018: Research Assistant; American University of Beirut- Beirut, Lebanon

- Worked on MPH Program Accreditation at the Dean`s Office
- Worked on tasks related to administration such as Microsoft office (Excel, Word)

- Worked on Self-Study Reports of the MPH program to be submitted for Accreditation
- Worked on Literature Reviews

#### Spring 2017 Quality Improvement Project at Al- Zarif PHC- Zarif -Beirut, Lebanon

- Worked with a Team to conduct a quality improvement project
- Observed the daily work flow and interview staff
- Identified Problems related to the work flow at the center
- Chose a station for quality improvement project (Registration Station)
- Observed and monitor variations related to the process of registration
- Provided short- and long-term interventions to solve the problems related to registration, reduce waste in the process (ex: long waiting time) and increase the efficiency as an outcome

#### Spring 2017 Research Assistant; American University of Beirut- Beirut, Lebanon

- Worked on communicable diseases
- Conducted literature reviews and Power-Point Presentations

#### 2016- 2017 Quality Officer Al Hadi Medical Center- Beirut, Lebanon

- Wrote the Standard Operating Procedures at the center
- Assured that all tests, samples follow the highest quality standards
- Worked on quality assurance and control
- Communicated with other Labs, suppliers, engineers and external audits
- Technologist on the chemistry, serology, hematology and special chemistry section

#### 2015-2017 Lab Technologist AUBMC- Beirut- Lebanon

- Quality Assurance and Control
- Worked on special stations

#### 2011-2015 Leadership and Entrepreneurship Skills; Haigazian University, Beirut

##### 1- Social Entrepreneurship Project:

- Created a portal (UniGoALL) that helps students access all the information needed to choose their university and future career
- Communicated with students through Facebook and answered their enquiries
- Organized field visits to many high schools in Lebanon
- Worked with a team effectively and cooperatively

##### 2- Campus Activities:

- Chairperson of the environmental club
- Student Representative in the student life committee
- Member of the social activities club

##### 3- Leadership skills: commitment, team work, communication, organization, time and anger management, negotiation

#### **Language:**

English (Advanced); Arabic (native)

#### **Computer Skills**

Proficient knowledge in Microsoft office (excel, word, pdf, power point...). Knowledge in SPSS