

PROFESSIONAL SUMMARY

Strategic and multilingual Project Coordinator with hands-on experience managing expert networks and facilitating tailored support services for MSMEs. Proven ability to match technical experts with client needs under pressure. Strong background in coordinating high-volume projects with USAID, public and private sector partners.

Languages:

Arabic – Native | English – Full Professional Proficiency | French – Professional Proficiency

EDUCATION

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|---|--------------------------------------|------------------------|
| From 10/2023 to Present | American University of Beirut | Beirut, Lebanon |
| <ul style="list-style-type: none">• Project Management Diploma• Courses completed: Fundamentals of Project Management, Project Risk Management, Leadership and Communication, Lean Project Management. | | |
| From 09/2018 to 06/2021 | American University of Beirut | Beirut, Lebanon |
| <ul style="list-style-type: none">• Bachelor of Business Administration: Concentration in Marketing | | |

PROFESSIONAL EXPERIENCE

From 03/2025 to Present Project Coordinator at the Chamber of Commerce, Industry and Agriculture (CCIAT) Tripoli, Lebanon

Under Agri Agro 360° project, launched at CCIAT and Implemented by Business Incubation Association in Tripoli (BIAT), I was responsible for the following:

- Developing and managing a pool of over 50 technical and business experts across agriculture, export, and trade sectors to meet the evolving needs of MSME applicants.
- Ensuring timely expert-applicant matching under tight project deadlines and delivering high-impact consultation outcomes
- Regularly facilitating expert-applicant coordination, scheduling follow-up sessions, and supporting communication to enhance service delivery.
- Identifying client needs and developing sector-specific content and challenges to improve the platform services.

From 08/2024 to 03/2025 Program Assistant at the American University of Beirut Beirut, Lebanon
Under the Scholars in Health Research Program (SHARP) funded by the National Institute for Health (NIH), I performed the following:

- Coordinated academic logistics, outreach, and community engagement for health research scholars.
- Took part, along with the program executives, in assessing and evaluating the profile of applicants.
- Handled logistics such as coordinating between and emailing different parties (students, executives, mentors, faculty), and handling the Moodle pages, and Zoom account.
- Tracked participants' data of all the old and new participants concerning their education, awards, publications.
- Assisted in developing, editing, and writing up the yearly progress report that is submitted to the NIH.

From 03/2023 to 06/2024 Grants Assistant at Chemonics International, USAID Beirut, Lebanon
Under the Agriculture and Rural Empowerment Activity (ARE) funded by USAID, I worked under the Operations, Finance and Grants department, my tasks consisted of the following:

- Actively contributed to supporting over 100 Micro, Small, and Medium Enterprises (MSMEs) by facilitating access to grants, capacity-building workshops, and technical experts.
- Provided regular reports and updates on procurement activities, tracking progress and ensuring accurate documentation.
- Assisted in managing documentation related to grants, ensuring completeness and accuracy of procurement, contracts, and deliverables.
- Tracked and maintained detailed records on SharePoint for grantee applications, communications, and supply-related documentation.
- Supported the evaluation and selection process for grantees by reviewing and screening applications to ensure compliance with procurement requirements.

From 03/2022 to 03/2023 Capacity Building Officer at Chemonics International, USAID North Lebanon
Under the Lebanon Community Support Program (CSP) funded by USAID, my tasks were as follows:

- Monitored and prepared all logistical activities for the Public Awareness Campaigns Around Sorting at Source.
- Supported ToT sessions on waste sorting and supervised training evaluations.
- Developed implementation trackers and responded to grantee inquiries and service issues.
- Closely collaborated and provided dedicated support to implementing partners, municipalities, and field staff to ensure stimulant coordination of the technical assistance activities.
- Conducted regular field visits to coordinate the implementation of activities with stakeholders and submitted regular reports.
- Managed client communications across multiple channels, including email, phone, and in-person interactions, to enhance customer satisfaction.

- Assisted in troubleshooting and resolving client issues related to project services, grants, and technical assistance.

From 12/2021 to 03/2022 Project Intern at Chemonics International, USAID North Lebanon
Under the Lebanon Community Support Program (CSP) funded by USAID, my tasks are summarized below:

- Attended all coordination meetings related to the Public Awareness Campaigns Around Sorting at Source, provided minutes of meeting and reported directly to the technical assistance component.

Achievements:

- Was invited to serve as a **guest speaker** at an internship completion ceremony attended by representatives from USAID, USAID-funded programs, interns, and other stakeholders. The speech highlighted my personal journey, commencing as a recipient of the prestigious USAID scholarship, progressing through my internship and technical assistant position at Chemonics-CSP, and concluding with my current role as a full-time employee at Chemonics-ARE.

From 05/2021 to 12/2021 Procurement Assistant at Ishtari Marketplace Tripoli, Lebanon

- Searched for reliable suppliers locally and internationally, negotiated wholesale prices and delivery terms with them and identified the requirements for the products to place the orders.
- Effectively used data to attentively search for highly demanded products that will achieve a high selling rate in Lebanon.
- Assisted in planning digital campaigns and setting online calendars for different orders to ensure that specific goods are bought on time and in the right volume.
- Checked the competitors' websites to compare their prices with Ishtari and used Ishtari's system to export data and put them properly into Google sheets.

From 06/2020 to 08/2020 Marketing Intern at Ishtari Marketplace Tripoli, Lebanon

- Conducted market research and benchmarked the major competitors to improve the company's social presence.
- Worked closely with the sales and management team to help Ishtari navigate through the covid-19 pandemic and the economic crisis.
- Prepared templates to rapidly respond to customers' rigid demand.
- Conducted surveys and called customers to receive feedback about the products quality, the website/application and the overall experience.

ACHIEVEMENTS AND CERTIFICATIONS:

- **USAID** Full Scholarship (2018) – Undergraduate Studies (BBA)
- Selected to represent the **Chemonics-USAID program** on national radio and in a USAID-sponsored video, highlighting client service impact and leadership in project delivery.
- Invited as a guest speaker at a **USAID ceremony** to share insights on progressing from scholarship recipient to full-time development professional, reflecting personal initiative and client-focused success.
- Certificate of Completion of the **Luxury Marketing Course at EM Normandie Business School** with a cumulative grade of 90%
- Certificate of the Successful Completion of The Fundamentals of Digital Marketing Exam Offered by **Google**
- Certificate of Completion of a digital marketing training in partnership with **INJAZ**
- Certificate of Completion of the Zoom Reporting and Administration Training organized by the Community Support Program funded by **USAID**.
- Attended series of workshops provided by the center of **civic engagement and community service in cooperation with USAID** including Time Management Workshop, Negotiation and Draft Resolution Workshop, Capacity and Team Building Workshop, Reflective Writing Workshop, communication workshop, Proposal Writing Workshop, Human Rights and Advocacy Workshop
- Collegiate Assessment of Academic Proficiency Certificates (Math, Critical Thinking and science)

EXTRACURRICULAR ACTIVITIES

- **American University of Beirut:**

- Helped Syrian refugees, aged between 12 and 18 years old to improve their social skills and pursue the career they are passionate about.
- I participate yearly in guiding new students who are applying for the USAID scholarship. My task consists of welcoming students with their parents and supporting them before the interview required from them.

- **Koudourat Association:**

Provided logistical support during participants' and recruitment to improve livelihood opportunities for women and youth in collaboration from MercyCorps in Tripoli

SUMMARY SKILLS:

- **COMPUTER SKILLS:** MS Office Suite Programs
- **SOFT SKILLS:** Expert Network Management, Client Service, Project CoordinationLeadership, Teamwork, Communication, Organization.