

# Diana Haddad

Location: Baabda- Lebanon; Marital status: Married

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## PROFILE

A dynamic and accomplished professional with a unique blend of technical expertise and managerial acumen. Holding dual Master's degrees in Architecture from LU and an MBA in Project Management from AUST, complemented by extensive experience in the NGO sector. Demonstrated proficiency in shelter projects, women's empowerment initiatives, digital content creation and center coordination roles. Adept at leading cross-functional teams, managing resources, and delivering impactful solutions. Currently serving as a Communication Officer at Caritas, leveraging strong communication skills, problem-solving abilities, and a diverse background.

## PROFESSIONAL EXPERIENCE

### **Caritas MONA, Zalka - Lebanon**

#### **Regional Communications Officer**

**April 2024 – Present**

- Facilitate internal communication processes to ensure that staff members and Member Organizations are well-informed about organizational developments, achievements, and activities;
- Create visually appealing and informative materials, such as brochures, newsletters, and presentations;
- Manage and curate content for the organization's different social media platforms (Facebook, X, LinkedIn, etc.)
- Develop a new communication strategy that aligns with the organization vision, mission and values

Contract Type: Part Time

Career Highlight: Enhance the visibility and impact of Caritas MONA by developing and implementing effective communication strategies, handling both internal and external communications, creating content, being responsible of the branding practices, covering their various events and utilizing various channels to promote the organization's initiatives and achievements.

### **Enfants de Byblos “NGO”, Hadath - Lebanon**

#### **Educational Center Coordinator & Inclusion Officer**

**December 2023 – March 2024**

- Organize classes schedule to meet UNICEF requirements as per their regulations;
- Monitor teaching activities to ensure that the needs of children with disabilities are met;
- Collect data, maintain records, and report on children's progress, challenges presented, and recommendations;
- Maintain contact with main stakeholders to keep them involved with different activities;

Contract Type: Short Term

Career Highlight: Combine high emotional intelligence with a firm grasp of NGO management, learning and teaching all the aspects of the project management tools of managing, leading, monitoring and controlling of both project and different stakeholders under the command of UNICEF

**Tusker Consultancy Group, Muscat-Oman**  
**Project Officer**

**January 2023 – November 2023**

- Oversee the design process of the projects;
- Monitor the progress of the drawings, making sure it's on track;
- Communicate with the team and stakeholders;
- Prepare the menstrual work plan; determine priorities/targets and performance measurements and monitor work progress to ensure that results are achieved according to schedule and performance standards;

Contract Type: Full Time

Career Highlight: Although the company was based in Oman, our office was working remotely for GCC countries projects.

Time management efficiency, performance monitoring, leadership and teamwork skills, being able to handle projects from A to Z, from the design phase till the execution drawings.

**Mouvement Social “NGO”, Badaro - Lebanon**  
**Committee member**

**February 2022 – September 2022**

Successfully performed high-level Operations tasks in one Assignment with UN Women; Beirut Blast Area including site and administrative works with compliance of internal control, ensuring all operational reporting requirements are fully met. As committee members, we worked on providing guidance and advice to beneficiaries on social matters and on their future careers;

Contract Type: Volunteer

Career Highlight: Helping to improve the living situation of individuals and families by analyzing the environment, relationships, systems and policies that impact their lives.

**Directorate of engineering, Baabda - Lebanon**  
**Purchasing and logistics assistant**

**May 2018 – December 2021**

- Raise Purchase Requests;
- Review quotations of architectural materials with specs, and obtain approvals;
- Coordinate with the logistics department to ensure the timely purchase and delivery of materials;
- Maintain accurate filing systems, with documented records of actions for audit purposes;

Contract Type: Full Time

Career Highlight: keeping track of the company's demanded materials, supplies and inventory to determine the orders that must be placed meeting with potential and current vendors to discuss prices and negotiate contracts with suppliers.

**MEDAIR “INGO”, Zahle - Lebanon**  
**Shelter field assistant**

**June 2015 – February 2017**

- Assessment of 150 houses for social vulnerabilities funded by UNHCR;
- Conduct all types of renovation activities and implementation;
- Support site improvements of Informal Settlements, provide weekly reports and BOQs;
- Distribution of kits and needed tools; being present sometimes on weekends when needed during storms;

Contract Type: Full Time

Career Highlight: Being more capable of handling humanitarian issues with a strong passion for helping others especially the disabled ones, and a comprehensive background in providing professional support to youth, elderly and homeless people, I developed knowledge in sociology, empathy and excellent problem-solving skills.

## **EDUCATION**

- MBA in Project Management, American University of science and technology, Achrafieh, Lebanon, 2024
- Master's degree in Architecture, Lebanese University, Beirut, Lebanon, 2015
- Lebanese Bachelor of Science, College Des Soeurs Antonine, Zahle, Lebanon, 2007

## **CERTIFICATES**

- Training of trainers TOT, Caritas Lebanon, 2025
- Public Relations, Best Practices and Ethics, Alison 2024
- Events management: Strategy, event types and customer service, Alison 2024

## **PROFESSIONAL TRAININGS**

- Integral Human Development IHD by "Caritas MONA"
- PSEAH protection and child protection by "Aamel foundation"
- DEI: diversity, Equity, Inclusion for recent human resources practices by "Morgan International"
- Advocacy and Methodology of field research by "Mouvement social"
- Developing communication skills and conflict resolution by "Mouvement social"
- Protection of cultural properties during conflict by "Blue Shield NGO in UNESCO"
- Emergency and first aid help and CPR course by "LRC"
- Advanced driving awareness by "YASA"
- Security management and awareness of danger possibilities in extreme cases by "Medair"

## **SKILLS**

- Microsoft Office: Word, PowerPoint, Excel, Teams
- Google search engine, Docs, Sheets, Drive, Meet
- Digital Content creation on social media: LinkedIn, Zoom, Facebook, X, Instagram
- PDF exchanger, Photoshop, Canva, CapCut
- Knowledge in adobe premiere pro
- Professional Photography and Videography
- AutoCAD

## **REFEREES**

Mr. Ramzi Hage, Partnership Manager at CRS  
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Mr. Elias Al Maouchi, SBC Officer at UNICEF  
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