

Melhem Balaa

Baabda - Beirut, Lebanon

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PROFILE

Dynamic and results-driven Logistics and Operations professional with extensive experience in humanitarian aid, NGO support services, and emergency logistics across Lebanon. Proven ability to lead logistics operations including supply chain management, fleet oversight, warehousing, and security protocols, with recent frontline experience at International Medical Corps and Mouvement Social. Adept at working in high-pressure, emergency environments with strong coordination, planning, and reporting skills. Fluent in Arabic, French, and English. Holds a Master's degree in International Marketing and Management.

PROFESSIONAL EXPERIENCE

International Medical Corps (an American humanitarian aid organization) Horsh Tabet - Lebanon

Logistics Assistant

November 2023- March 2025

Acted as logistics focal point for both main and field offices, ensuring daily operations ran smoothly and efficiently. Managed office and field stock inventories; performed regular field visits to monitor stock levels and align with procurement timelines.

Coordinated logistics support for program movements, preparing weekly movement plans and assigning drivers accordingly.

Assisted in updating IMC's security protocols and documentation; supported the Security Manager in monitoring evolving risks.

Contributed to monthly logistics reporting and ensured compliance with donor and internal standards.

Mouvement Social, (one of the first and most active NGOs in Lebanon) Badaro - Lebanon

Logistics Officer

October 2022- October 2023

Led logistics activities across multiple centers, overseeing inventory control, fleet management, and supply chain coordination.

Managed warehousing operations, ensuring effective space utilization and adherence to health and safety protocols.

Coordinated transport of goods and ensured timely delivery to beneficiaries.

Implemented efficient tracking systems for asset management, reducing loss and optimizing resource allocation.

Mouvement Social, Bourj Hammoud - Lebanon

(Stretch Assignment)

February 2022 - September 2022

Successfully performed high-level Operations tasks in one Stretch Assignment with **UN Women**; Beirut Blast Area, Supported emergency logistics and operations in response to the Beirut blast.

Ensured compliance with UN Women's administrative and procurement procedures.

Acted as focal point for local committees, facilitating coordination between stakeholders, service providers, and beneficiaries.

Contributed to reporting and internal controls under high-pressure, multi-sector emergency conditions.

Mouvement Social, Bourj Hammoud - Lebanon
Social Worker (Youth Program)

September 2021 - October 2022

Plan, coordinate, manage and implement the project's activities.
Prepare the project's reports as required respecting the guidelines and deadlines.
Ensure that good relationships are maintained with the partners and other stakeholders.
Track the target achieved vs indicators and adjust field activities accordingly.
Develop care-plan and provide case management.
Provide individual counseling and consultation to the beneficiaries and families.
Monitor beneficiaries' intervention, physical, social, and emotional well-being.
Handling records and maintain regular documentation for management.

BYBLOS BANK S.A.L. (one of the top banks in Lebanon) Achrafieh - Lebanon
Senior Customer Service Representative

September 2013 - September 2021

Handling account types and banking products, money market accounts, loans and credit cards.
Check on the status of customer accounts and track checks and payments.
Assist banking customers who are victims of fraud, theft or identity theft.
Assist customers with replacing lost or stolen credit or debit cards and updating KYC.

EDUCATION

Master of Science in International Marketing and Management, Antonine University, Baabda, Lebanon
2015

Bachelor's degree in Business Administration with emphasis in Marketing, Antonine University, Baabda, Lebanon
2013

Bachelor's degree in Arts and Archeology, Lebanese University, Fanar, Lebanon **2010**

LANGUAGES

Arabic: Native

French: Full Professional Proficiency

English: Full Professional Proficiency

PROFESSIONAL REFEREES

- Ms. Lara Abdallah, Senior Logistics, Security and Fleet Manager at International Medical Corps, +961 3 538 862,
labdallah@InternationalMedicalCorps.org
- Mrs. Rima Abi Nader, Head of Bourj Hammoud Center at Mouvement Social, +961 3 181 531,
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- Mrs. Jinane Nader, Head of talent management at Byblos Bank sa, +961 1 335 200 ext 0725,
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