

ZAINAB DARWISH

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Beirut, Lebanon

Highly motivated and detail-oriented Program Coordinator with a Master's in Business Administration seeking to leverage my analytical skills. Proven ability to coordinate complex logistics, maintain seamless communication, and ensure program compliance. Committed to contributing to business process improvements and delivering actionable insights to support organizational goals

EDUCATION

Rome Business School – Rome, Italy

- International Master in Data Science **2025**

Lebanese American University - Beirut, Lebanon

- Master of Business Administration **2017**
- BS in Business Studies with emphasis in Banking & Finance **2014**

EXPERIENCE

- **Program Coordinator:**
Middle East Partnership Initiative-Department of State
September 2024 - Present
Office of International Services Lebanese American University - Beirut, Lebanon
 - Provides support in implementing the projects' Scope of Work (SOW), and quarterly reports, and coordinates with Monitoring & Evaluation Experts to compile required information from standard sources as per project SOW
 - Processes, cleans and organizes large datasets to ensure accuracy, integrity, and consistency for analysis
 - Analyzes historical trends and patterns across multiple data sources to support strategic decision-making and program optimization
 - Develop data-driven reports and dashboards using Power BI and other tools to communicate insights to stakeholders effectively
 - Maintains and updates the alumni data in coordination with the Program Manager
 - Supports Academic Director with academic planning: keeps a record of students' academic plans and follows up with the Academic Director every semester to update the plans accordingly and planning for all the events
 - Coordinates with the Academic Director on academic requests: change of major, declaration of minor, course withdrawal requests, course repeats, problematic academic cases, etc.
 - Ensures accurate and clear communication with TL students on program-related requirements, deliverables, and expectations
 - Works closely with the Program Manager to ensure proper implementation of logistical tasks of projects, such as the US Semester abroad process that includes visa and residencies procedures, ticketing, housing, registration, and transfer of credits; prepares the pre-departure orientation for the US semester
 - Supports the Program Manager with budgetary requests needed for project implementation, such as monthly stipend requests, ticketing requests, activity requests, equipment requests (laptop/other), event budgets, etc.
 - Assists the Gender Expert in collecting and maintaining data relating to Gender Evaluation
- **Program Coordinator Assistant:**
Middle East Partnership Initiative-Department of State
December 2020 – August 2024
Office of International Services Lebanese American University - Beirut, Lebanon

- Created detailed reports and dashboards using Excel to present findings to management
- Supported the development and implementation of business process improvement initiatives
- Monitor academic progress and attendance of TL Scholars, addressing routine questions and solving any raised problem
- Handled students' inquiries and resolved issues to ensure high levels of student satisfaction in compliance with the program rules and regulations
- Analyzed student feedback received from surveys or meetings to identify trends and suggest improvements to management
- Organized workshops and seminars for students on topics such as Leadership and Communication Skills
- Collect and analyze data to assess program goals and implement improvements

- **Customer Success Associate - Freelance**

CXG

July 2023 – August 2024

France – Online

- Provide support to the senior Manager on account management. Assist with proposals and new project launches.
- Handle invoices
- Conducted a comprehensive market analysis for a new product launch, including competitor analysis and customer segmentation
- Developed and implemented process improvement strategies that resulted in a 10% increase in operational efficiency.
- Support clients with needed information, maintain the CSM platform, attend client meetings, and work closely with the Operations team
- Ensure timely internal and external coordination on strategic accounts and handle invoices

- **Research Assistant**

Lebanese American University

January 2016 – December 2023

- Conducts literature review
- Prepares interview questions, collects data, and analyzes it to summarize results
- Assists with the writing and editing of research reports, manuscripts, or other written materials for publication or presentation

- **Finance and Procurement Officer**

Assabil NGO

June 2023 – July 2023

- Assist in the cash-flow management to the PC: In coordination with the project coordinator, draw up the monthly forecast, optimize the cash flow, evaluate the project's cash-flow requirements with the PC
- Manage Office Cash-box
- Producing the financial reports according to formats required and defined by funding bodies

- **Fundraising Officer**

Medlife Lebanon – Voluntary

May 2023 – December 2023

- Coordinate activities to maintain funds
- Create and implement plans to meet fundraising goals
- Plan and execute fundraising campaigns including direct mail
- Organize fundraising events such as charity runs, and other activities to engage donors and raise funds
- Weekly meetings to follow up on new ideas

- **IT Helpdesk Agent**

Lebanese American University

August 2015 – November 2020

- Collaborates with team members to resolve complex issues and improve the quality of service
- Provides excellent customer service, including timely and effective communication, courteous and professional behavior, and a positive attitude
- Records customer issues and resolutions in a helpdesk tracking system, and creates technical documentation and manuals for software and hardware

Training/ Courses and Certificates

- **Certificates**
 - McKinsey & Company; McKinsey Forward Academy Program Certificate
 - Adaptive Leadership – Harvard University
- **Courses:**
 - Data Science Provision for Pearson Course
 - Project Management Tools
 - Training: Leadership - Soft Skills - Conflict Resolution – Grants Management - Monitoring and Evaluation - Gender

COMPUTER SKILLS

Proficient in Microsoft Office, SPSS, Power BI, Project Management tools, and QM software.

LANGUAGES

Fluent in English and Arabic.