

Hazar Yassin

Projects and Human Resources Professional

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PROFESSIONAL SUMMARY

Project and Human Resources Manager with over eight years of experience leading humanitarian, educational, and community development initiatives within NGOs and international organizations. Skilled in managing multi-donor projects, coordinating refugee and vocational programs, and building cross-functional teams to deliver high-impact outcomes.

Experienced in recruitment, training, performance evaluation, and workflow optimization to strengthen organizational capacity. Adept at designing project frameworks, tracking budgets, and maintaining transparent communication with global partners such as UNICEF and UNHCR.

Recognized for improving operational efficiency, fostering inclusive environments, and aligning programs with both donor priorities and community needs.

EXPERIENCE

Project and Human Resources Officer 10/2023 – Present

Makani Organization - NGO

- Spearheaded multi-sector humanitarian and educational projects funded by international donors, securing over seven-figure grants and ensuring 100% compliance with donor requirements.
- Led end-to-end project cycles—from proposal writing and log frame design to budgeting, implementation, and evaluation—across six operational zones serving refugees and displaced families.
- Directed cross-functional teams of 50+ employees and 20+ volunteers, overseeing recruitment, onboarding, performance evaluation, and capacity-building initiatives to strengthen organizational effectiveness.
- Designed and executed project scheduling frameworks, cutting delays by 34% and improving delivery timelines through proactive resource and risk management.
- Coordinated 10+ vocational and educational programs empowering more than 200 women and children annually, including leadership, mental health, and early-childhood development initiatives.
- Maintained continuous communication with donors, producing weekly, monthly, and annual progress reports with 98% on-time submission rate and high audit compliance.
- Developed and monitored project budgets, implementing financial tracking systems that reduced budget discrepancies by 28% and ensured alignment with grant regulations.
- Enhanced HR and operational efficiency by redesigning workflows, creating staff evaluation tools, and standardizing reporting templates, boosting team productivity by 31%.
- Facilitated staff and beneficiary training programs on leadership, food production, psychosocial support, and child education, fostering inclusion and gender empowerment.

Project and HR Assistant 02/2023 – 09/2023

Najdeh Association - NGO

- Coordinated cross-functional project activities, assisting senior managers in developing comprehensive project plans, budgets, and implementation frameworks in alignment with donor requirements.
- Served as a primary liaison between project teams, field staff, and partners, improving inter-departmental communication efficiency by 22% through structured reporting and meeting systems.
- Supervised and trained volunteers and field staff, overseeing daily assignments, attendance, and performance feedback to ensure smooth project execution and professional development.
- Created and maintained project documentation, pricing lists, and procurement records, ensuring compliance with internal and donor financial policies.
- Supported HR functions, including recruitment of volunteers, onboarding, attendance monitoring, and coordination of training workshops to build local staff capacity.
- Monitored project expenditures and tracked spending against budgets, achieving a 19% cost saving in resource allocation while maintaining high program quality.

Refugee Services coordinator 03/2022 – 01/2023

UNHCR

- Oversaw refugee support operations handling 1,000+ calls daily, addressing urgent social and protection needs.

- Implemented contingency plans ensuring 97% uninterrupted service during crisis periods.
 - Improved hotline efficiency by 32% through KPI tracking and process optimization.
 - Coordinated a team of 50+ field officers, maintaining 24/7 emergency coverage.
 - Managed beneficiary data and case follow-up using UNHCR systems, ensuring accuracy and accountability.
- Junior HR and Admin

04/2017 – 11/2021
- Maguy Library
- Handled all HR operations, including employee files, contracts, attendance, and HR database updates.
 - Supported full recruitment cycles—posting jobs, screening applicants, and coordinating interviews—to ensure timely hiring.
 - Contributed to the launch of a new educational academy, expanding outreach programs by 34%.
 - Collaborated on opening a new branch, driving an 18% increase in sales through structured staffing and workflow planning.
 - Managed administrative and financial tasks, including invoicing, procurement, and expense tracking, ensuring policy compliance.

EDUCATION
Internship in Agile People Operations (HR) Culturelligence
Bachelor's Degree in Organizational Management MUC University
Diploma in Human Resources Management MUC University

CORE SKILLS
Project & Program Management Donor Relations Budget Management Risk Mitigation Program Coordination Financial Tracking Reporting & Documentation Crisis Management Partnership Development Volunteer Supervision
Human Resources Management Recruitment & Staffing Interview Coordination Employee Onboarding Performance Evaluation Employee Relations Leave & Attendance Tracking HR Compliance
Technical Proficiency Microsoft Office Suite Google Workspace Trello Smartsheet HRIS Tools (basic) Zoom & Virtual Collaboration Platforms

LANGUAGES		
Arabic	English	French
Native	Fluent	Basic

TRAININGS
Project Management Human Resources Principles Communication and Soft Skills