

Caren Hajj

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Professional Summary

Quality and Service Monitoring Specialist with 3+ years of experience ensuring operational excellence, compliance, and tenant satisfaction across community and facility settings. Skilled in quality control, facility readiness, vendor oversight, and service performance monitoring. Experienced in developing and auditing standard operating procedures (SOPs), coordinating with cleaning, maintenance, and technical teams, and measuring satisfaction among tenants and community members. Strong background in data-driven quality assurance, dashboard reporting, and service improvement. Committed to fostering a culture of accountability, safety, and continuous improvement.

Core Competencies

- Quality Control & Compliance Auditing
- Service Delivery Monitoring
- KPI Tracking & Reporting
- Data Analysis & Dashboarding
- Vendor & Department Coordination
- Process Optimization & Operational Efficiency
- Capacity Building & End-User Training
- SOP Development & Implementation

Experience

Monitoring, Evaluation, and Learning (MEL) Assistant

Norwegian Refugee Council (NRC) | Jan 2023 – Present

- Conducted regular field monitoring and quality audits across multiple service areas, ensuring adherence to operational and safety standards.
- Supported the development and review of SOPs for data management and service delivery processes, improving consistency across departments.
- Led satisfaction measurement activities with community members and service recipients to identify improvement opportunities and enhance accountability.
- Coordinated follow-up with technical and engineering teams to ensure timely resolution of site-related issues.
- Designed and automated dashboards in Power BI to monitor performance indicators, track response times, and improve service visibility.
- Acted as a quality assurance focal point, gathering and analyzing feedback to improve responsiveness and service reliability.
- Trained 25+ staff on Kobo Toolbox, Power BI, and quality control procedures, strengthening monitoring and reporting capacity.

Monitoring and Evaluation Officer

Makhzoumi Foundation | Sep 2022 – Nov 2022

- Conducted quality reviews of over 750 survey responses across Livelihoods, Health, and Youth programs, ensuring data accuracy and consistency.
- Monitored performance indicators to evaluate program efficiency and client satisfaction.
- Developed Excel-based monitoring tools and dashboards that enhanced tracking of service delivery and compliance with standards.
- Identified improvement areas and proposed solutions to enhance service quality and reporting reliability.
- Supported teams in adhering to ethical data collection and performance review standards.
- Provided insights and technical recommendations to strengthen SOPs and improve data-driven decision-making.

Project Assistant

Rashet Kheir | Feb 2021 – Jun 2022

- Coordinated with vendors and service providers for equipment setup, material delivery, and on-site support.
- Managed facility readiness for events and community activities, ensuring cleanliness, maintenance, and logistical preparation of project sites.
- Oversaw cleaning and maintenance teams, verifying task completion and adherence to safety and hygiene

standards before events or community engagements.

- Led sponsorship outreach and equipment sourcing, securing donations, materials, and partnerships to support community events and initiatives.
- Conducted community satisfaction assessments to measure perceptions of project quality, cleanliness, and service responsiveness.
- Ensured compliance with operational standards and safety protocols during public events and activities.
- Supervised enumerators and implemented quality checks to ensure accurate and ethical data collection.
- Supported community restoration projects post-Beirut blast by managing logistics, partner coordination, and operational follow-up.

Intern

Rashet Kheir | Dec 2020 – Feb 2021

- Cleaned, validated, and analyzed survey data sets using MS Access and Excel, producing visual summary reports that improved decision-making for project managers and donors
- Created dynamic visual reports, including graphs and charts, for internal use and external reporting, contributing to more effective donor communication and fundraising efforts

Sales Representative

Retail Group | Aug 2018 - Dec 2020

- Ensured high customer satisfaction through attentive service and issue resolution.
- Supported quality and inventory control processes, contributing to efficient retail operations.
- Built strong customer relationships and consistently met performance goals.

Education

Rome Business School - International Master in Data Science | Apr 2026

- Focused on machine learning, ethical AI, big data analytics, and advanced statistical methods

American University of Science and Technology - Bachelor of Science in Economics | Jul 2020

- Focused on economic analysis, statistics, econometrics, financial systems, and project evaluation techniques

Certificates

- Intermediate Power BI Certification – BMB Smart | **Feb 2025**
- Intermediate SQL Certificate – HackerRank | **Aug 2025**

Technical Skills

- Data Collection Tools: Kobo Toolbox, ODK Collect, Google Forms
- Data Analysis & Visualization: Microsoft Power BI, Excel (Advanced functions, PivotTables, Dashboards), SQL (Intermediate), Google Collab
- Database Management: Microsoft Dynamics (CRM and data input), Excel-based data systems
- Reporting Tools: PowerPoint, Narrative Reporting

Languages

- Arabic, Native
- English, Full Proficiency
- French, Full Proficiency