

YARA EL TURK

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Beirut, Lebanon

PROFILE

A dedicated and learner-focused professional with **over 5 years of experience in project coordination, training facilitation**, and student success. Proven expertise in guiding diverse learners through their educational journeys, monitoring progress, and providing motivational support to ensure completion. Skilled in training logistics, communication across multiple platforms, and maintaining accurate data for reporting. Passionate about leveraging strong organizational and interpersonal skills to contribute to Forward MENA's mission of improving employability.

CORE COMPETENCIES

- Training Coordination & Logistics
 - Learner Success & Engagement Monitoring
 - Multi-Platform Communication (WhatsApp, Email, LMS)
 - Progress Tracking & Data Reporting
 - Curriculum & Learning Path Support
 - Workshop Facilitation & Onboarding
 - Empathetic Student Guidance
 - Microsoft Office & Google Workspace
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PROFESSIONAL EXPERIENCE

Project Coordinator & Facilitator (Part-time) | Business Kids, Lebanon
| 2023 – 2025

- Coordinated logistics and delivery of educational workshops and training programs for young entrepreneurs.
- Served as the main point of contact for participants, managing daily communication and providing ongoing motivation and support to ensure course completion.
- Monitored participant engagement, identified those at risk of falling behind, and implemented follow-up strategies to maintain progress.
- Organized training materials, schedules, and facilitator communications to ensure smooth program operations.

Program Ambassador | University of Cambridge, UK (Remote) | Dec 2023-Present

- Acted as a success lead for Lebanese students, providing continuous guidance, resolving inquiries, and fostering a supportive learning community.
- Onboarded new participants and facilitated orientation sessions to ensure a smooth start to their learning journey.

Project Lead | SDSN Youth (United Nations Sustainable Development Solutions Network) | New York (Remote) | Sep 2023-Present

- Guided a global cohort of youth learners through sustainability training programs, tracking their progress and supporting their success.
- Coordinated virtual training sessions, managed scheduling, and provided technical and motivational support to participants.
- Contributed to the maintenance and updating of learning materials and paths based on participant feedback and program needs.

Customer service representative | Librairie Antoine, Lebanon | 2023-2025

- Managed daily customer inquiries and complaints across multiple channels, ensuring timely resolution and high satisfaction to foster loyalty and repeat business.
- Developed strong customer service skills, managing high-volume communications and providing timely, empathetic support to resolve issues, a key skill for learner-facing success

Workshop Coordinator/Program Mentor | African Middle Eastern Leadership Institute, USA | Jan 2022 – Present (Remote, part-time)

- Managed registration and feedback collection for workshops, ensuring participant satisfaction and program improvement.
- Facilitated multilingual communication to support diverse participants and enhance their experience.

EDUCATION

Master of Arts in Intercultural Business Communication | Euro-Mediterranean University, Slovenia | **10/2021 – 12/2024**

Bachelor of Arts in Arts & Interior Planning | American University of Science & Technology, Lebanon | **01/2013 – 06/2017**

TRAINING & PROFESSIONAL DEVELOPMENT

Online Training on Global Education and Intercultural Dialogue | The North-South Centre of the Council of Europe (10/2024)

Spring School on International Law | International Institute for Strategic Research (IISR), Tbilisi, Georgia | 2024

Pedagogical training and curricular development | Lebanese American University (05/2022)