

Dalia El Khoury

Lebanon


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Key Qualifications


- Over 10 years of experience delivering capacity-building trainings and workshops in NGO operations.
- 17 years' experience in managing Operations (Project/Grant management, Finance, Audit, Compliance, Human Resources, Procurement, Logistics, Administration) in the International American NGO field.
- Quick learner, multitasking, problem solving, highly organized.

Freelance Work

 **Freelance Part time Trainer** – *I started working with “Injaz” on an ILO youth project “Job Search Club”, from September 2025 until now*

I deliver training sessions for youth groups, equipping them with practical methodologies and tools to support and enhance their job search journey.

 **Freelance Proposal Writer** – *During the month of October 2025, I wrote a full proposal for the local NGO “Overcome” to apply for a UN proposal on woman empowerment.*






 **Freelance Trainer**- *Worked with “Active Voice organization” on a MSF project - From 1 July 2025 until 30 July 2025*

As a capacity-building expert in NGO operations, I led a 10-day series of HR management workshops in Tripoli and Beirut. During this training, I designed and developed tailored HR manuals and SOPs, which were subsequently adopted by 47 medical centers across Lebanon.



Professional Experience

 **Senior Compliance and Operations Manager**- “World Learning WL” (American INGO), Lebanon Country Office- From 11 October 2023 until 30 November 2024

- Managing all the operations team: Project Management, HR, Finance, Audit, Compliance, procurement, administration, IT, Security.
- Preparing Budget proposals and narratives; donor financial and audit reports (Including USAID, other US government agencies and UNICEF projects)
- Conducting Large Procurement processes, including RFP, Bidding, Meetings, Selections, Memos, Contracts and Evaluations
- Review/Restructure Lebanon Personnel Manual including all Policies&Procedures
- Onboarding, Recruitment, Salary scale, Staff performance, development plans, engagement surveys, Coaching
- Conducting capacity building Trainings/Workshops

-  **Finance Manager/Acting Head Of Operations-** CRS “Catholic Relief Services”
(American INGO), Lebanon Country Program- From 23 April 2007 until 15 Feb 2023
(Total of 15 years in CRS, I began with a Finance and HR Officer position, then promoted to Senior Finance and HR Officer and finally to the Finance Manager/ Acting HOP position).
-  **Chief Accountant and HR – “Secure Parking”,** Down Town; Lebanon
1 October 2006 until 20 April 2007
-  **Chief Accountant and HR – “MIC Services”** (General agency of UFA Assurances),
Down town; Lebanon – 1 March 2005 until 6 July 2006
-  **Human Resources and Accounting Assistant-** “UFA Assurances”, Down Town;
Lebanon- 1 October 2003 until 28 February 2005
-  **Head of department Assistant-** AUG “American Underwriting Group”, Saifi;
Lebanon- 1 October 2001 until 30 September 2003

Recent Certifications

-  Training of Trainers (40 hours course), obtained in September 2025, delivered by the accredited International Academy for Building Capacity (IABC).
-  Facilitator Training (42 hours course), obtained in September 2025, delivered by the International Labor Organization (ILO).

Education

Master Degree	in Business Management- from Sep 2025 till now, Lebanese University
Bachelor Degree	in Marketing and HR Management-from 1 Oct 2003 to 30 June 2005, Lebanese University
Bachelor Degree	in Accounting and Finance- from 1 Oct 1999 to 30 June 2003 Lebanese University
Lebanese Bac II	in Experimental Science – July 1999, Collège Jardin Cité

Languages

Fluent in English, French and Arabic

IT skills

Excellent computer skills, including MS Office (MS Word, Power Point, Excel& Outlook), in addition to the use of several programs as “Insight, Intacct, “Oracle_ERP system” Viper, Foxpro, Dolphin, Vision, Q&A and Sun system”.