

Hazar Yassin

Projects and Human Resources Professional

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PROFESSIONAL SUMMARY

Project and HR professional with 7+ years of experience in NGOs and international organizations. Proven track record in managing multi-donor humanitarian and educational projects, coordinating refugee and vocational programs, and leading cross-functional teams. Skilled in recruitment, training, performance evaluation, and process improvement. Strong ability in project planning, budgeting, and stakeholder communication with partners. Recognized for enhancing operational efficiency, promoting inclusive practices, and delivering programs aligned with donor and community needs.

EXPERIENCE

Makani Organization - NGO, Project and Human Resources Officer 10/2023 – Present

- 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, implementation, and evaluation.
- Directed cross-functional teams of 50+ employees and 35+ 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.
- Ensured consistent donor communication and submitted weekly, monthly, and annual reports with a 98% on-time rate and strong 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%.

Najdeh Association - NGO, Project and HR Assistant 02/2023 – 09/2023

- Assisted senior management in planning and budgeting project activities aligned with donor requirements, ensuring smooth implementation across departments.
- Acted as a communication focal point between teams and partners, improving coordination efficiency by 22% through structured reporting and regular meetings.
- Supervised and trained volunteers and field staff, managing daily tasks, attendance, and performance development.
- Maintained project documentation, procurement records, and pricing files, ensuring compliance with organizational and donor financial standards.
- Supported HR functions, including volunteer recruitment, onboarding, attendance tracking, and coordinating staff training workshops.
- Monitored project spending, optimizing resource use and achieving a 19% cost saving without compromising program quality.

UNHCR, Refugee Services coordinator 03/2022 – 01/2023

- 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.

Maguy Library, Junior HR and Admin

04/2017 – 11/2021

- 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

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|------------------------------------------------|-------------|
| Internship in Agile People Operations (HR) | 2025 |
| Culturelligence | |
| Bachelor's Degree in Organizational Management | 2023 – 2025 |
| MUC University | |
| Diploma in Human Resources Management | 2021 – 2023 |
| MUC University | |

CORE SKILLS

Project & Program Management: Donor coordination, budgeting, risk and crisis management, program planning and execution, reporting & documentation, partnership building, and volunteer oversight.

Human Resources Management: Recruitment and onboarding, interview coordination, performance support, employee relations, attendance and leave tracking, and HR compliance.

Technical Proficiency: Microsoft Office | Google Workspace | Trello | Smartsheet | Basic HRIS Tools | Zoom & Virtual Collaboration Platforms.

LANGUAGES

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|--------|---------|--------|
| Arabic | English | French |
| Native | Fluent | Basic |

TRAININGS

Project Management | Human Resources Principles | Communication and Soft Skills