

ALAA HICHAM SHOKER

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PROFESSIONAL PROFILE

Humanitarian professional with over 10 years of experience in livelihoods economic recovery operations and accountability programming across Bekaa and North Lebanon. Strong background in MSME support market systems development partner compliance monitoring and field team supervision. Proven ability to translate field realities into donor compliant reporting and program adaptation. Experienced in AAP safeguarding feedback mechanisms and Do No Harm approaches within complex crisis settings. Worked with Mercy Corps Welthungerhilfe IFRC Action Against Hunger and national partners.

CORE COMPETENCIES

- Livelihoods and Economic Recovery
MSME support market assessments Agri-dairy value chains TVET coordination cash-based interventions
- Program and Partner Management
Partner compliance monitoring grant administration SOPs coordination with donors and local authorities
- Monitoring Data and Reporting
Kobo Toolbox JIRA beneficiary tracking trend analysis donor reporting
- Team Leadership and Field Coordination
Supervision of field teams conflict resolution outreach and community engagement
- Cross Cutting
Accountability to Affected People safeguarding conflict sensitivity Do No Harm

Languages

Arabic Native

English Fluent

French Working Proficiency

PROFESSIONAL EXPERIENCE

Beit el Baraka | Lebanon

Senior Accountability to Affected People Officer

October 2025 – Present

- Lead the implementation and strengthening of Accountability to Affected People mechanisms across programs
- Manage feedback and complaints data ensuring safe confidential handling and timely follow up
- Conduct trend analysis and produce regular reports to inform program adaptation and management decisions
- Train field and program teams on AAP principles safeguarding safe referrals and respectful communication
- Ensure integration of Do No Harm and protection principles across program activities

Welthungerhilfe WHH | Lebanon

Project Assistant Partner Relations and FSL Support

March 2024- July 2025

- Supported implementation of Food Security and Livelihoods projects through administrative logistical and monitoring support
- Reviewed partner deliverables to ensure compliance with WHH and donor requirements including EU and BMZ
- Coordinated partner review meetings knowledge sharing events and close out sessions
- Assisted in drafting donor reports maintaining accurate trackers and audit ready documentation
- Supported visibility and advocacy activities aligned with WHH communication strategy
- Conducted needs assessments in livelihoods and agriculture to identify program gaps

Mercy Corps | Zahle- Lebanon

LINKED Project Assistant - MSMEs & Agri-Dairy

April 2021 – June 2023

- Supported implementation of the LINKED livelihoods program focused on MSMEs in agri dairy and local value chains

- Conducted outreach to local businesses farmers and cooperatives across the Bekaa
- Supported pitch presentations business matching and grant related processes
- Coordinated TVET trainings field visits and cluster level events to strengthen local business ecosystems
- Maintained beneficiary databases activity trackers and monitoring tools
- Supported market assessments to identify employment and growth barriers

International Federation of Red Cross and Red Crescent Societies IFRC | Beirut Lebanon
HDCC Unit Support Officer

August 2023 – December 2023

- Supported Health Disaster Climate and Crisis unit planning and coordination
- Managed administrative logistics for regional workshops trainings and meetings
- Drafted briefing notes meeting minutes and summary reports
- Acted as focal point for procurement and financial requests ensuring smooth workflows

Action Against Hunger ACF | Bekaa Lebanon

Winterization Officer Cash and NFI

October 2019 – January 2020

- Supervised a field team of 18 enumerators and distribution staff
- Planned and coordinated winterization cash and NFI assistance
- Ensured quality control timely delivery and coordination with municipalities
- Mitigated inter communal tensions during distributions

DAI Development Alternatives Inc | Lebanon

Communication Officer

February 2020 – August 2020

- Developed communication strategies for development projects
- Produced visual and written content including videos infographics and reports
- Managed social media planning and external correspondence

International Rescue Committee IRC | Beirut Lebanon

Referral Assistant

September 2020 – January 2021

- Managed protection hotline and referrals across Legal CP WPE and ERD sectors
- Maintained service mapping databases and case tracking using JIRA

Lebanese Organization of Studies and Training LOST | Bekaa Lebanon

Field Officer Education Program

September 2018 – January 2019

- Supervised 14 teachers within public school support programs
- Coordinated daily logistics with school directors and local stakeholders

EDUCATION

- Bachelor of Arts in Communication Arts
Lebanese International University Beirut
2016
- Bachelor of Science in Biomedical Sciences
Lebanese International University West Bekaa
2012

CERTIFICATIONS AND TRAINING

- Protection Principles and Accountability to Affected People
- Advanced Safety and Security in the Field
- Media Management and Conflict Sensitive Reporting DW Academy

VOLUNTEER EXPERIENCE

Lebanese Red Cross

Emergency Medical Services Volunteer

2008-2019

- Supported emergency response operations and field coordination
- Delivered trainings and operated in high stress emergency contexts