

Yousef Abbass

Volunteer Manager | Project Manager | Field Operations Coordinator

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Nationality: Lebanese

Summary

Dynamic humanitarian professional with extensive experience in volunteer management, disaster response, and community engagement. Proven ability to coordinate and support diverse teams in high-pressure environments, ensuring effective and timely responses to community needs. Skilled in data collection and analysis, facilitating informed decision-making and improving program outcomes. Strong communicator with a commitment to fostering collaboration and resilience among stakeholders. Seeking to work in an environment that is conducive to my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with strong experience and expertise leading to success.

Experience

Volunteer Manager – 08/2022 to Present

Lebanese Red Cross - Disaster Management Sector, Beirut, Lebanon

- Manage IDs and important documents for all volunteers, ensuring secure storage and easy access for verification and compliance purposes.
- Manage the comprehensive database of Disaster Management Sector (DMS) volunteers, ensuring all records—including personal data, training records, and LRC IDs—are accurate and current.
- Oversee the documentation and organization of volunteer data, systematically updating files to reflect training completions and certifications.
- Coordinate the recruitment process for volunteers by collaborating with center-level volunteer managers to identify needs and attract suitable candidates.
- Facilitate effective communication between volunteers and management, addressing concerns and fostering an open dialogue to improve volunteer satisfaction and engagement.
- Monitor and evaluate volunteer performance through regular feedback sessions and assessments, providing guidance and support to enhance their contributions.
- Organize and lead volunteer activities and community engagement events, promoting volunteerism and raising awareness about the organization's mission and services.
- Maintain compliance with organizational policies and procedures related to volunteer management, ensuring that all activities adhere to legal and ethical standards.
- Report on volunteer activities, outcomes, and insights to senior management, contributing to strategic planning and decision-making processes.

Dispatcher – 06/2021 to 08/2022

Lebanese Red Cross - Disaster Management Sector, Beirut, Lebanon

- Supported the Economic Security team by creating and assigning operational tasks to Disaster Management teams, serving as the focal point to ensure efficient deployment based on needs and priorities.
- Dispatched teams to designated locations, coordinating logistics to facilitate timely and effective responses to community needs.

- Managed on-field issues faced by teams, providing real-time support and guidance to address challenges and ensure mission success.
- Reported back to supervisors regarding team status, operational challenges, and resource needs, maintaining clear lines of communication to enhance decision-making.
- Monitored the progress of dispatched teams, utilizing tracking tools to ensure adherence to schedules and objectives.
- Collaborated with various departments to ensure that logistical and operational requirements were met, promoting a cohesive approach to disaster management.
- Maintained detailed records of assignments, team movements, and operational issues, contributing to organizational learning and continuous improvement.
- Conducted debriefings with dispatched teams upon their return, gathering insights and feedback to refine future dispatch processes and enhance team performance.

Relief Hotline Operator – 08/2020 to 06/2021

Lebanese Red Cross - Disaster Management Sector, Beirut, Lebanon

- Handled calls from affected individuals, providing timely and empathetic responses to their inquiries and needs.
- Reported call details and status updates to the supervisor, ensuring effective communication and coordination within the team.
- Registered beneficiaries in the Customer Relationship Management (CRM) system, accurately documenting their information for future reference and support.
- Followed up with beneficiaries to ensure their needs were met and to provide ongoing assistance as required.
- Maintained a comprehensive log of calls and interactions, contributing to the overall management of relief services.
- Collaborated with team members to address complex cases and escalate issues when necessary, facilitating a coordinated response.
- Fostered a compassionate and supportive environment for callers, ensuring that each individual felt heard and valued.

Data Entry Clerk – 06/2016 to 12/2019

Ali Abbass Est, Saksakiyeh, Lebanon

- Maintained the database by inputting new and revised customer and account information, ensuring high levels of accuracy and data integrity.
- Organized source data for computer entry by compiling and sorting information, which facilitated smooth and efficient data processing.
- Designed Excel sheet templates to streamline the data entry process and improve results interpretation, enhancing overall productivity.
- Compiled monthly reports regarding sales for the line manager, providing valuable insights into business performance and trends.
- Verified the accuracy of data entries by cross-referencing information with source documents, reducing errors and discrepancies.

Education

Bachelor of Business Administration in Management Information Systems – CGPA: 3.10/4 – Recognized on Dean's Honor list – 10/2016 to 06/2020

Lebanese International University, Sidon, Lebanon

Volunteer Work

Volunteer – 09/2019 to Present

Lebanese Red Cross - Disaster Management Sector, Beirut, Lebanon

- Engage with the Lebanese community and Syrian refugees in programs such as water, sanitation, and hygiene (WASH), contingency planning (CPP), basic assistance (BA), and psycho-social support (PSS).
- Actively participate in response efforts following the Port of Beirut blast, contributing to various activities including livelihoods support, food security, assessment, data collection, shelter, and logistics.

MEAL IM Volunteer – 07/2023 to 12/2023

Save the Children, Beirut, Lebanon

- Assisted in the development and enhancement of databases and supported data collection initiatives for designated projects.
- Contributed to the preparation of reports and presentations, and conducted data analysis.
- Performed data verification and cleaning activities, ensuring data accuracy and integrity.
- Aided in creating dashboards and visualizations using Excel and other tools, while managing information systems for optimal operation.

Certificates & Courses

- **Google Advanced Data Analytics** – Coursera
- **Gender-Based Violence Information Management System** – International Rescue Committee
- **Google Data Analytics** – Coursera
- **Project / Programme Planning (PPP)** – International Federation of Red Cross and Red Crescent Societies (IFRC)
- **Monitoring and Evaluation Planning** – International Federation of Red Cross and Red Crescent Societies (IFRC)
- **Responsible Data Management in Emergencies** – Save the Children
- **Secondary Data Review and Analysis** – International Federation of Red Cross and Red Crescent Societies (IFRC)
- **First Aid and CPR Course** – Lebanese Red Cross

Skills & Expertise

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| • Humanitarian Response | • Adaptability and Resilience |
| • Volunteer Management | • Problem-Solving |
| • Data Collection and Analysis | • Google Forms |
| • Team Coordination | • Kobo Collect |
| • Monitoring and Evaluation | • Survey123 |
| • Communication skills | • Microsoft Power Platform Proficiency |
| • Negotiation skills | • Microsoft Office Proficiency |

Languages

Arabic: Native | **English:** Fluent