

Helan Ahmed

Helankhalidahmed@gmail.com | [Linkedin](#) | Sulaymaniyah, Iraq | +964 770 399 9097 | Willing to relocate

Psychology graduate with experience in people-centered operations, communication, and case coordination across tech-enabled and humanitarian settings. Skilled in managing sensitive information, maintaining clear documentation, and supporting operational workflows with care and precision. Interested in contributing to organizational and customer experience roles that value empathy, thoughtful problem-solving, and continuous improvement.

EDUCATION

American University of Beirut, Beirut, Lebanon
Bachelor's Degree in Psychology | Minors in Public Health and Gender Studies
Recipient of the highly competitive MEPI-TLU full scholarship

01/2021 - 05/2025

Undergraduate Research Thesis:
Psychoeducation and Menopausal Well-being: A Randomized Study on Quality of Life in Lebanese Women.

EXPERIENCE

Advocate, WISH AUBMC (Remote) 01/2025 - Present
• Developed SRHR and mental health awareness materials targeting youth and marginalized groups for publication as part of Oxfam's mission.
• Supported and organized educational events, advocacy campaigns, and public outreach initiatives.

Recruitment and Candidate Support, Maids.cc (Remote) 08/2025 - 12/2025
• Managed sensitive applicant cases with professionalism, empathy, and confidentiality.
• Screened, evaluated, and tracked candidates in compliance with company policies.
• Coordinated visa processes, travel tickets, and applicant documentation across multiple countries.
• Maintained accurate digital records using ERP and data management systems, ensuring data protection and regulatory compliance.
• Contributed to AI-assisted recruitment systems by reviewing and analyzing LLM-generated outputs to improve response quality, tone, and accuracy.
• Supported workflow automation and chatbot logic using n8n.
• Contributed to enhancing human-centered conversational design and effective AI-human integration.

Researcher, Asfari Institute for Civil Society and Citizenship (Hybrid) 10/2024 - 01/2025
• Contributed to background research, synthesis, and documentation for the policy report "*Care Work in the MENA Region*".
• Conducted research on care economies, gender, and labor dynamics.
• Supported the development of Lebanon-focused declarations and global policy proposals on gender-transformative education.
• Contributed to documentation, synthesis of findings, and preparation of policy-oriented outputs.

Patient Assistant, Embrace Lebanon (Lebanon) 01/2024 - 04/2024
• Managed patient records and data entry while ensuring strict confidentiality and ethical data handling.
• Maintained structured clinical documentation to support reporting and follow-up.
• Supported patient intake, appointment scheduling, and coordination of patient flow.
• Assisted administrative teams in daily operations within a mental health support setting.

Psychosocial Support facilitator, Be Brave Beirut (Lebanon) 10/2022 - 06/2024
• Conducted psychosocial assessments to identify client needs and coordinate referrals to psychiatrists and therapists.
• Provided Psychological First Aid (PFA) and mental health support through clients' preferred communication channels.
• Documented and organized patient profiles to ensure accurate, detailed, and confidential record keeping.
• Worked with individuals in distress while upholding ethical standards and provided emotional safety.

Psychotherapist Intern, Jiyan Foundation (Sulaymaniyah) 08/2023- 08/2024
• Conducted clinical interviews, psychosocial assessments, and intervention planning under supervision.
• Maintained confidential case notes and reports.
• Supported monitoring of treatment progress in line with clinical guidelines.

Wellness Coordinator, Eldertree Lebanon (Lebanon) 01/2023 - 06/2023
• Designed and coordinated art-based wellness sessions promoting emotional wellbeing among seniors.
• Managed logistics, scheduling, and materials for group activities.
• Facilitated participant engagement through empathetic communication.
• Supervised and followed through to ensure smooth program delivery within inclusive and supportive environments.

PROJECT EXPERIENCE

Sahar Toy 01/2023 - 06/2023
• Co-developed an interactive Arabic-language speaking educational toy with AI integration grounded in developmental, educational and business psychology.
• Contributed to content design supporting cognitive, emotional, and language development.
• Collaborated with the AI/Engineering and Marketing team to deliver and introduce the product at AUB's TLP competition.

Out of the Honor Hole 01/2024 - 06/2024
• Founded a health-focused initiative addressing honor killings in Iraq, Algeria, and Lebanon.
• Led research on sociocultural and psychological root causes and key drivers.
• Developed awareness and behavioral change strategies.
• Presented findings at the AUB ENGAGE Conference.

International Writing Program (IWP) - University of Iowa 07/ 2019
BTL Peace & Belonging Alumni | Identity & Creative Writing Program
• Selected participant in an international writing and dialogue program focused on identity, belonging, and cross-cultural communication.
• Strengthened skills in reflective writing, active listening, and empathetic communication.

COMMUNITY VOLUNTEERING

Volunteer, Al-Ghina Foundation

- Assisted in food preparation, packaging, and distribution for low-income households.
- Supported delivery of meals to underserved neighborhoods during Ramadan initiatives.

(Ramadan Campaigns, 2023-2024)

Volunteer, CDO Organization

(Summer programs 2021-2022)

- Supported office operations and administrative tasks.
- Assisted with translation and documentation of monthly reports.
- Participated in community support and distribution activities.

WORKSHOPS AND CERTIFICATIONS

- Mental Health and Psychosocial Support (MHPSS) - Terres Des Hommes
- Child Safeguarding Training - UNICEF
- Identity and Creativity - IOWA International Writing Program

- Psychological First Aid (PFA) - Johns Hopkins University
- Human Rights and Gender - Rasam Organization
- Child Protection Training - Himaya

SKILLS

Languages

English - Fluent Kurdish - Native Arabic – Working proficiency Turkish – Beginner

Technical Skills

Microsoft Office Suite (Word, Excel, PowerPoint) | Canva | Data Management Systems (ERP) | Documentation & Record Management

Core Competencies

Research | Ethical & Confidential Case Handling | Attention to Detail | Empathetic & Professional Communication | Problem Solving | Scheduling & Coordination | Cross-team Support