

# Joy Yazbeck

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Lebanon, Beirut

## Personal Statement

Strategic and dynamic **Human Resources Professional** with extensive experience leading HR operations, organizational development, and workforce engagement initiatives across humanitarian and corporate sectors in Lebanon and the broader MENA region. Demonstrated expertise in the full HR lifecycle, including talent acquisition, performance management, compensation and benefits, employee relations, and learning and development.

Proven track record in designing and implementing HR strategies that enhance organizational agility, inclusion, and performance. Experienced in supporting crisis response operations and ensuring business continuity during complex emergencies, as well as leading HRIS and payroll implementations, optimizing recruitment processes, and introducing data-driven HR solutions. Passionate about building motivated, high-performing teams and fostering cultures of collaboration, accountability, and continuous learning.

## Work Experience

*United Nations - World Food Programme, Lebanon*

**HR Associate (Staff Engagement, Learning and Development, and Operations)**, April 2023 - Present

- Designed and delivered impactful learning programs covering areas such as effective communication, leadership, and data visualization, enhancing staff capabilities and performance.
- Developed and implemented a specialized learning toolkit for drivers and field monitoring assistants, improving operational efficiency and compliance with safety standards.
- Led the design and delivery of annual career workshops for three consecutive years, focusing on skill-building and career development.
- Created a comprehensive onboarding package that streamlined the induction process and enhanced the new hire experience.
- Led employee engagement initiatives, including workshops, staff retreats and structured feedback sessions, fostering a motivated, inclusive, and collaborative workplace.
- Designed data analytics and created HR dashboards to evaluate learning program effectiveness, enabling data-driven improvements in training design and delivery.
- Created and managed an internal HR communication platform that improved information flow, staff engagement, and visibility of updates, milestones, and learning opportunities.
- Supported the HR emergency team during Lebanon's crisis, contributing to rapid response efforts and ensuring business continuity.

*British Council, Lebanon, Syria and Yemen*

**HR Manager**, January 2021 – April 2023

**HR Business Partner**, September 2017 – December 2020

- Partnered with business units in three countries to deliver HR strategies and transformation initiatives that enhanced efficiency, agility, and employee engagement.
- Implemented the SAP SuccessFactors HRIS, automating onboarding and integrating payroll and performance management to streamline HR processes and improve data accuracy.
- Managed day-to-day HR operations and projects across the full employee lifecycle, from recruitment to offboarding, while leading HR strategic initiatives.
- Developed and rolled out new HR policies, updated existing ones, and ensured consistent implementation and compliance across all areas.
- Oversaw end-to-end recruitment, ensuring smooth onboarding, training, and integration of new employees.
- Supported managers through the performance management cycle, facilitating goal setting, feedback, and career development discussions.
- Assessed learning needs across departments and helped leaders create targeted development plans for their teams.
- Managed compensation and benefits programs, including annual salary reviews aligned with market benchmarks.
- Worked closely with business leaders to identify engagement gaps and implement initiatives to enhance morale, collaboration, and wellbeing.

*Golden Tulip Galleria Hotel, Beirut - Lebanon*

**Senior HR Coordinator (Acting Head)**, December 2016 - September 2017

**HR Coordinator**, December 2015 – December 2016

- Improved the organizational structure by updating job requirements and job descriptions for all positions to align with evolving market conditions.
- Supported staffing needs by establishing an agile recruitment program, developing succession and backup plans for key positions, and introducing a structured induction process.
- Enhanced performance management by training managers on effective coaching, organizing review meetings, addressing employee grievances, and providing counselling to both employees and supervisors.
- Implemented employee compensation and benefits programs, including comprehensive medical insurance coverage.
- Strengthened compliance and governance by preparing, updating, and recommending human resources policies and procedures.
- Designed and delivered training programs for hotel staff to ensure consistent service excellence and alignment with organizational standards.
- Maintained professional and technical expertise by attending educational workshops, reviewing industry publications, and building professional networks.

*Boubess Group, Beirut - Lebanon*

**Human Resources Officer, May 2015 – November 2015**

- Interviewed, inducted, trained, and oriented hotel's staff to maintain a motivating and professional environment.
- Prepared monthly payroll and managed all social security and governmental matters.
- Maintained accurate HR records and drafted routine and non-standard documentation and reports.
- Received and responded to enquiries from/to customers, and was a specific point of reference on queries relating to HR.

## Education and Qualifications

Saint Joseph University – Master's in Human Resources and Leadership Management  
2015-2017

La Sagesse University – BA in Business Administration, Banking and Finance  
2011-2015

Zahrat El Ihsan School – Sociology and Economics Graduate  
1996-2011

## Key Competencies

### Technical Skills

- Recruitment and onboarding
- Compensation and benefits
- Learning and development
- Performance Management
- Wellbeing and employee relations/engagement
- Workday, SAP Concur, Success Factors, SETS, SoftMate, Navision, Bayan HR System.

### Personal Skills

- Business Partnering
- Leadership skills
- Effective Communication skills
- Administrative expert
- Problem solving
- Coaching and advising
- Proactivity

References are available on request.