

DALIA EL KHOURY

Lebanon | Email: khoury_dalia@hotmail.com | Phone#: 961/70767272

PROFESSIONAL SUMMARY

Proven expertise in Operations including **Human Resources**, Finance, Compliance, Procurement, Administration, and IT. Track record of managing multi-million-dollar budgets and donor reports for USAID, US and EU Government agencies, and UN entities. Experienced in remote and hybrid work environments. Certified Trainer and Facilitator with strong leadership and coaching capabilities.

PROFESSIONAL EXPERIENCE

Senior HR & Compliance Manager | *World Learning (American INGO) – Lebanon* | Oct 2023 – Nov 2024

- Led all operations functions including **HR**, Finance, Audit, Procurement, Administration, IT, and Security.
- Managed full employee lifecycle: Payroll (benefits and compensations), onboarding, recruitment, salary scale, performance management, development plans, engagement surveys, PSEA and safeguarding, and consultants' agreements.
- Prepared budget proposals, narratives, and donor financial, audit reports for different donors like US, EU and UN agencies.
- Conducted large-scale procurement processes: RFP, bidding, vendor selection, contracts, and evaluations.
- Reviewed and restructured Lebanon Personnel Manual including all Policies & Procedures.
- Delivered capacity building trainings and workshops for staff and partners.

HR & Finance Manager | *Catholic Relief Services – CRS (American INGO) – Lebanon* | Apr 2007 – Feb 2023

- Oversaw financial management, reporting, and compliance for Lebanon country program with multiple donor-funded projects.
- Managed full employee lifecycle: Payroll (benefits and compensations), onboarding, recruitment, salary scale, performance management, development plans, engagement surveys, PSEA and safeguarding, and consultants' agreements.
- Acted as Operations Manager, coordinating cross-functional teams and ensuring organizational compliance. Conducted large-scale procurement processes: RFP, bidding, vendor selection, contracts, and evaluations.
- Delivered capacity building trainings and workshops for staff and partners.
- Built and maintained strong relationships with donors, auditors, and partner organizations.

Chief Accountant and HR | *Secure Parking – Beirut* | Oct 2006 – Apr 2007

Chief Accountant and HR | *MIC Services – General Agency of UFA Assurances – Beirut* | Mar 2005 – Jul 2006

HR and Accounting Assistant | *UFA Assurances – Beirut* | Oct 2003 – Feb 2005

Head of Department Assistant | *American Underwriting Group (AUG) – Beirut* | Oct 2001 – Sep 2003

FREELANCE & CONSULTING EXPERIENCE

Freelance Part-Time Trainer | *Injaz – ILO Youth Project 'Job Search Club'* | Sep 2025 – Present

- Deliver practical training sessions for youth groups on job search methodologies and career development tools.

Freelance Proposal Writer | *Overcome NGO – UN Women Empowerment Proposal* | Oct 2025

- Authored a full funding proposal for a local NGO to apply for a UN grant focused on women empowerment.

Freelance Capacity Building Trainer & Material Developer | *Active Voice Organization – MSF Project* | Jul 2025

- Led a 10-day series of HR management workshops in Tripoli and Beirut for NGO operations staff.
- Designed and developed tailored HR manuals and Standard Operating Procedures (SOPs) adopted by 47 medical centers across Lebanon.

CERTIFICATIONS

- **Training of Trainers** – 40-hour accredited course, International Academy for Building Capacity (IABC), Sep 2025
- **Facilitator Training** – 42-hour accredited course, International Labor Organization (ILO), Sep 2025

EDUCATION

- Master's Degree in Business Management – Lebanese University (Sep 2025 – Present)
- Bachelor's Degree in Marketing and HR Management – Lebanese University (2003 – 2005)
- Bachelor's Degree in Accounting and Finance – Lebanese University (1999 – 2003)

LANGUAGES

- English – Fluent
- French – Fluent
- Arabic – Native

TECHNICAL SKILLS

- Microsoft Office Suite (Advanced): Word, Excel, PowerPoint, Outlook
- ERP & Financial Systems: Oracle ERP, Intacct, Insight, Sun Systems, Viper, FoxPro, Dolphin, Vision, Q&A
- Data management, reporting, and dashboard tools
- Proficient in leveraging Artificial Intelligence (AI) tools to enhance productivity and streamline processes