

Nisreen Houssami



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Date of Birth: 19/07/1991
Place of Birth: Beirut
Citizenship: Lebanese

Personal Summary:

Experienced HR professional with expertise in Human Resources Management, Learning & Development, and Recruitment. Skilled in driving strategic talent acquisition, employee development, and compensation management. Passionate about fostering employee growth and organizational effectiveness, with proven ability to implement HR best practices, optimize recruitment processes, and support teams through effective onboarding and performance management

Education:

MBA

AUST - Beirut, Class of 2017

Diploma in HR Management

LAU – Beirut, Class of 2015

BA in Business Accounting (with honors)

AUST – Beirut, Class of 2013

Bacc II – Life Science

Adventist Secondary School – Beirut, Class of 2009

Experience:

Personnel Development Manager

December 2024 – Present

Médecins Sans Frontières | Operational Center of Geneva (OCG)

- Adapt and implement recruitment and staff development policies to the mission context, ensuring fair, transparent, and efficient processes across all projects.
- Provide expertise and guidance to managers and recruiters, strengthening recruitment practices and supporting the selection of professionals and talent with development potential.
- Manage emergency recruitments and oversee the maintenance of emergency pools at mission level.
- Lead the Learning Needs Assessment (LNA) exercise, analyzing results and incorporating identified needs into the mission's L&D strategy and annual plan.
- Support coordinators, managers, and supervisors in the full recruitment and development cycle, including CV screening, interview techniques, performance management, and talent identification.
- Adapt and implement OC's induction policies for new and existing staff, ensuring timely preparation, tailored briefings, and smooth integration.
- Monitor and evaluate induction and briefing processes, collect feedback, and recommend improvements.
- Contribute to career path design and staff development plans, aligning individual growth opportunities with operational needs, performance management results, and training possibilities.
- Collaborate with HRCO, and HQ training units to design and implement a mission training policy, addressing identified needs and prioritizing skills critical for operations.
- Facilitate the identification of local, regional, and international training opportunities, and provide technical expertise on learning needs assessments.
- Support and train managers on HR management practices, including performance management and staff development.
- Act as L&D focal point, fostering collaboration with other MSF sections and NGOs in Lebanon and the region, and promoting knowledge-sharing and synergies.

- Support and empower HR/administration staff in recruitment, training, induction, and talent management.
- Promote cross-sectional learning through joint training, coaching, and development initiatives.
- Advise HRCo on L&D strategies, contribute to the annual HR plan and budget, and ensure alignment with mission objectives.

HR Assistant – Recruitment

September 2021-Present

International Rescue Committee (IRC)

- Lead end-to-end recruitment for assigned positions: analyze needs, source and screen candidates, conduct HR interviews, finalize offers, and manage onboarding.
- Post vacancies, schedule interviews, launch reference checks, and coordinate recruitment calendars.
- Build and maintain talent pools to support current and future staffing needs.
- Ensure compliance with IRC global HR policies and local labor laws across all recruitment processes.
- Support policy reviews and act as a “Buddy” to new hires, ensuring smooth integration.

Capital Human Resources Officer

January 2021-June 2021

Action Against Hunger

- Support the HR Coordinator in implementing HR policies, revising job descriptions, and ensuring compliance with national labor laws.
- Administer and oversee the recruitment process at coordination level, ensuring adherence to recruitment policies and SOPs.
- Manage payroll processes, including automation, monthly salary preparation, NSSF submissions, and end-of-contract calculations to ensure accuracy and compliance.
- Oversee compensation and benefits administration, contracts management, and personnel records.
- Lead on performance management: compile and analyze appraisals, track PA follow-up, and implement annual raises based on ACF criteria.
- Contribute to the development of a Continuous Professional Development framework, including talent management and appraisal systems.
- Deliver proper induction and onboarding for all new staff and conduct exit interviews.
- Advise and coach managers on HR procedures, policies, and best practices.
- Act as PSEA focal point for Beirut Base and promote gender balance in recruitment.
- Support organizational emergency interventions and prepare regular HR reports for decision-making.

Talent Acquisition Consultant

July 2020 - Present

Partners and Beyond

- Use various methods to recruit and network with potential candidates including social media platforms, networking events
- Conduct preliminary interviews with recruits to gauge interest, personality, and salary requirements
- Meet with clients to have a full-scale understanding of hiring needs and available positions within the company
- Develop and update clients’ JDs as needed.
- Support job seekers in resume building and preparing for interviews

Compensation & Benefits Specialist (Acting as Generalist)

July 2019 – November 2020

BFL Group

- Implement HR policies, procedures, and payroll systems, ensuring compliance with company rules and labor laws.
- Manage contracts, terminations, and personnel records while safeguarding confidentiality and data integrity.
- Oversee employee attendance, leave management, and workforce planning.
- Lead recruitment activities: screen and evaluate applications, conduct preliminary interviews, coordinate shortlists, and provide recommendations.
- Design and deliver onboarding programs, ensuring smooth integration of new employees.
- Support and coach staff on career development, conflict resolution, and grievances in line with company policy.
- Administer the performance appraisal cycle, provide guidance to managers, and support employees during reviews.
- Conduct assessment programs to identify promotion potential and address skill gaps.

- Develop and facilitate training and mentoring programs in collaboration with managers, aligned with team development needs.
- Conduct exit interviews and field visits to maintain open communication with employees and shop management.

Regional Total Rewards Specialist

November 2017- February 2019

Azadea Group

- Support annual salary review process by analyzing market data and assessing the competitiveness of the groups' programs and salary scale
- Generate monthly, quarterly, and yearly reports on the HR performance to monitor the group efficiency level including payroll results (CVS, Rev/Hour, HC efficiency...)
- Prepare shops salary structure and ensure their accurate and timely implementation in close coordination with the commercial and human resources teams
- Assist in designing and revising compensation and benefits programs, policies, and procedures
- Propose and implement approved plans to contain payroll cost and maintain market positioning
- Prepare requested certificates (salary certificates, employment letters, NSSF medical report...)
- Update Total Rewards policies and procedures
- Monitor employees' attendance and their update in the system, as well as leaves and working hours' balance (actual hours, extra hours, overtime...)
- Respond to employees' queries in compensation and benefits related issues, provide the necessary support, and escalate unresolved issues to the hierarchy

Accounting Specialist

October 2016-November 2017

Junior Accounting Specialist

March 2014-September 2016

Azadea Group

- Prepare and analyze financial statements, reports, and accounting records to ensure accuracy and compliance with standards.
- Manage account entries, bank reconciliations, supplier reconciliations, and month/year-end closing.
- Document financial transactions and resolve discrepancies to maintain accurate records.
- Support and guide accounting clerical staff in daily operations.

Trainings and Certifications:

- **Training of Trainers (TOT), MSF**
- **WTMSF Training of Facilitator (TOF), MSF**
- **Learning Needs Analysis Workshop, MSF**
- **Principles of Adult Learning, MSF**
- **Introduction to Human Resource Management in Humanitarian Contexts, Save the Children**
- **Managing Difficult Conversations in Performance Management, IRC**
- **Recruitment and Induction in Emergencies, Save the Children**
- **Gender Equality, IRC**
- **Anti-Sexual Harassment, IRC**
- **Fundamentals of Safeguarding, IRC**
- **Microsoft Excel-Advanced Level by Formatech**
- **Child Protection, ACF**
- **Time Management, ACF**
- **Stress Management, ACF**
- **Digital Marketing & Social Media by Warren Knight, Think Digital First – London.**
- **Psychological First Aid- John Hopkins University- Online Course**

Computer Skills: Microsoft Applications: Word, Excel, and Power Point.... Oracle, BI, HRMS, HRC, SkillSurvey, Cornerstone, ATC.

Language Skills: Arabic (Native), English (Fluent), French (Basic)

References: Available upon request.