

Shaymaa Abed Al Razik

CONTACT

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MEAL and Program Officer with 5+ years of experience in humanitarian and development contexts, specializing in referral systems, data-driven decision-making, and multi-stakeholder coordination. Currently leading the national Referral Information Management System (RIMS) in Lebanon, supporting 180+ partners and enabling real-time service coordination. Proven track record in project management, strengthening system performance, enhancing partner capacity, and translating data into actionable insights for program improvement and donor reporting. Skilled in MEAL frameworks, capacity building, and digital solutions, with a strong focus on impact, accountability, and scalability.

PROFESSIONAL EXPERIENCE

Program Officer/ RIMS Lead | 2023–Present

Danish Refugee Council (DRC) – Lebanon

- Lead the national RIMS platform, coordinating 180+ humanitarian partners, improving referral coordination and service accessibility across Lebanon.
- Designed and delivered 30+ annual trainings, strengthening partner capacity in referral pathways, data protection, and system utilization.
- Improved system performance through user feedback integration and data analysis, enhancing usability and partner engagement.
- Produced analytical reports and dashboards to support data-driven decision-making and donor reporting.
- Managed partner onboarding processes, including needs assessments, data-sharing agreements, and tailored technical support.
- Contributed to proposal development and program expansion strategies, supporting system sustainability and scale-up.
- Oversee grant management, donor compliance, and performance tracking, ensuring timely achievement of program targets and reporting requirements.
- Developed of Curriculum and E-learning Courses.

Senior Monitoring, Evaluation, Accountability, and Learning Assistant | 2021 – 2023

American Near East Refugee Aid (ANERA) – Lebanon

- Supported the design and implementation of MEAL frameworks, including indicators, monitoring plans, and data collection methodologies for several projects including: Health, Protection, Child Protection, Education and Renewable energy.
- Contributed to baseline, midline, and endline evaluations, including tool development, data collection, analysis, and reporting.
- Developed digital survey tools using KoBoToolbox and managed mobile data collection processes.
- Supervised 15+ enumerators, ensuring high-quality field data collection and adherence to ethical and protection standards.
- Conducted surveys, key informant interviews, and focus group discussions (FGDs) with beneficiaries and community stakeholders.
- Managed data cleaning, analysis, and visualization using Excel and statistical tools.
- Supported accountability mechanisms, including beneficiary feedback and complaint response systems.
- Facilitated learning workshops and reflection sessions to improve program quality and adaptive management.
- Worked closely with Ministry of Public Health on different platforms including Phenics, MERA, and other

Monitoring, Evaluation, Accountability, and Learning Assistant | 2020 – 2021

Islamic Relief Worldwide – Lebanon Office

- Assisted in the design of project monitoring frameworks and evaluation methodologies for many projects including health, Food security, and Seasonal projects.
- Conducted quantitative and qualitative data collection, including household surveys, interviews, and focus group discussions.
- Cleaned and managed datasets to ensure data accuracy and reliability for analysis and reporting.
- Performed data analysis and interpretation to inform program design and adjustments.
- Contributed to evaluation reports, learning documents, and internal knowledge products.
- Supported staff training and capacity building on MEAL tools and data collection methodologies.

Research Assisat | 2019 – 2020

American University of Beirut – AUB

- Assisted in academic and applied research projects including survey design, literature reviews, and data analysis.
- Conducted statistical analysis and contributed to the interpretation of research findings.
- Supported the documentation of research methodologies and preparation of reports and publications.

EDUCATION

Master's degree in International Business Administration – Focus on Strategy, Organizational Leadership & Institutional Management | 2024 – Present

Guglielmo Marconi University

Bachelor in Computer Engineering with Emphasis on Data Analysis | 2016–2020

American University of Beirut – AUB

CERTIFICATES AND TRAINING

- Elements of AI for Business
- MEAL DPro: Monitoring, Evaluation, Accountability & Learning
- Complexity-Aware Monitoring
- Humanitarian Needs Assessment (KoBoToolbox)
- Project Cycle Management
- Fundamentals of Project Management
- Advanced Excel for Data Analysis
- Prevention of Sexual Exploitation and Abuse (PSEA)

PROGRAMMATIC AND TECHNICAL SKILLS

- MEAL System & Frameworks
- Humanitarian Coordination
- System Management
- Program Learning and Adaptive Management
- Donor Reporting and Results-Based Management
- Data Analysis & Visualization
- Capacity Building & Training
- Power BI | SPSS | Advanced Excel Microsoft Word | PowerPoint | Outlook
- ActivityInfo | KoBoToolbox
- Reports and Presentation Design
- Curriculum and E-course Design

CORE COMPETENCIES

- Strategic Communication & Public Relations
- Stakeholder Engagement & Partnership Management
- Advocacy & Institutional Representation
- Communication Strategy Development
- Training and Facilitation
- Accountability and Feedback Mechanism
- Monitoring, Evaluation, Accountability and Learning (MEAL)
- Data Analysis and Visualization
- Digital Monitoring Systems
- Program Quality and Evidence-Based Decision Making
- Partner Coordination and Capacity Building

LANGUAGES

- Arabic (Native)
- English (Fluent)