
HUSSEIN ALI KHALIL

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Lebanese National · Fluent in Arabic & English

PROFESSIONAL SUMMARY

Project Management Professional with over 8 years of experience leading projects, teams, and initiatives across humanitarian and commercial sectors. Expertise in community feedback mechanisms, call center operations, CRM systems, and stakeholder coordination, driving data-informed improvements and operational excellence. Known for delivering results through optimized processes, high-performing teams, and evidence-based decision-making.

CORE SKILLS

- Program Management: Partner Oversight, Stakeholder Coordination, Capacity Building.
 - Monitoring & Evaluation: AAP (Accountability to affected populations), MEAL, PSEA (Protection from Sexual Exploitation and Abuse), CFM, Oversight Missions.
 - Community Engagement & Research: Focus Group Discussions (FGDs), Key Informant Interviews (KIIs), Needs Assessments.
 - Call Center Operations & CRM: SugarCRM, SAP, Kobo Toolbox, MODA, Power BI, Tableau.
 - Data & Analysis: Data Visualization, Quantitative & Qualitative Analysis, Reporting, Microsoft Excel, Word, PowerPoint.
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PROFESSIONAL EXPERIENCE**Senior Programme Associate – Community Feedback Mechanism Manager**

United Nations World Food Programme (WFP), Syria Country Office – Beirut

Aug 2023 – Jul 2025

- Led AAP and PSEA activities, ensuring accessible and responsive community feedback mechanisms, including the first direct CFM for Northwest Syria to improve feedback efficiency and resolution tracking.
- Supervised Beirut-based CFM call center operations and staff, maintaining data integrity and confidentiality, categorizing and following up on beneficiary cases using SugarCRM.
- Coordinated with WFP units, senior management, and field offices (Turkey/Mersin) to align operations with organizational goals, conducting FGDs and KIIs to generate evidence for needs assessments.

- Delivered actionable dashboards and reports supporting decision-making and quality control, and participated in an oversight mission in Gaziantep (Turkey) to evaluate partner program implementation.

Project Manager – WFP Call Center

Smart Source Consulting Services

Oct 2021 – Jul 2023

- Directed 50+ staff for the UNWFP hotline project, ensuring service quality, agent readiness, and compliance, while implementing beneficiary surveys and feedback tools.
- Delivered coaching sessions that improved team communication, soft skills, and effectiveness in service delivery
- Designed performance reports, analyzed CRM data, and led process improvements while ensuring service quality, agent readiness, and compliance with data protection standards

Business Development Manager

Brain Solutions Software Development

Mar 2021 – Sep 2021

- Directed the technical support team, ensuring efficient resolution of client issues while collaborating with developers on bug fixes, new requirements, and feature testing.
- Conducted sales consultations and needs assessments, contributing to the refinement of software and hardware presentation strategies.

Quality Assurance and Sales Team Leader

Citruss World of Shopping

Jun 2018 – Aug 2020

- Improved team KPIs (revenue, call-to-order ratios) through training, coaching, and supervision of floor operations, performance evaluations, and QA efforts.
- Designed call center quality standards, managed escalation protocols, coordinated policy updates with management, and oversaw e-commerce and social media teams.

Sales & Customer Care Representative

Smart Source Consulting Services

Oct 2016 – Jun 2018

- Managed inbound queries, order processing, and CRM data entry (SAP), fostering customer trust through communication and issue resolution, while generating sales leads and supporting back-office operations.

Sales & Customer Care Representative

Class Cellular Communication Systems

2011 – 2015

- Managed retail and wholesale sales of telecom products and services, including billing, SIM transfers, and certified money transfer services (Western Union)
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EDUCATION

MSE, Computer & Communication Engineering

Lebanese International University – 2016–2018

BSE, Computer & Communication Engineering

Lebanese International University – 2011–2016

Lebanese Baccalaureate – General Sciences

René Mouawad High School – 2010

CERTIFICATIONS & ACHIEVEMENTS

- Leadership Skills Training (2019)
 - Project Management Essentials
 - SSAFE, BSAFE, Cyber Security Awareness
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LANGUAGES

- Arabic: Native
 - English: Fluent
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INTERESTS

Community Engagement · Humanitarian Action · Social Impact · Sports